

December 2021

OVERVIEW:

Aetna Better Health of Louisiana (ABHLA) is aligned with the Louisiana Department of Health's Medicaid Services Manual, and would like to remind providers to refer to these manuals when submitting claims. If the manual requires additional guidance impacting reimbursement, the details will be outlined by ABHLA in the Provider Manual or in a supporting reimbursement policy.

ABHLA reimburses inpatient Out-of-State (OOS) hospital stays at the following rates:

- 60% of billed charges reimbursed for Children (ages 0 – 20)
- 40% of billed charges reimbursed for Adults (ages 21 and up)

For all inpatient OOS hospital stays, providers are required to provide ABHLA with an itemized list of billed charges. Providers who have entered into a Single Case Agreement (SCA) must also include the SCA with their claim. All inpatient OOS hospital claims may be subject to an independent review. All claims over \$50,000 are reviewed by ABHLA's Finance department.

Please note the following requirements for electronic and paper claims submission for OOS inpatient hospital stays:

Electronic Claims

Initially, an electronic claim cannot be submitted with an itemized list. To submit an electronic claim for an OOS inpatient hospital stay:

1. Submit the claim via your electronic clearinghouse.
2. Wait for the clearinghouse to provide the 277CA, which includes your Claim ID.
3. When you receive the 277CA, locate the claim using the Claim ID and attach the itemized list and your SCA (if any) to the claim.

Paper Claims

Paper submissions must include the itemized list with the claim. A claim for an OOS inpatient hospital stay submitted without an itemized list and an SCA (where necessary) will be denied and must be resubmitted as a corrected claim. To submit a paper claim for an OOS inpatient hospital stay:

Mail the claim, the itemized list, and the SCA (if any) to:

ABHLA at Aetna Better Health of Louisiana
P.O. Box 61808 Phoenix, AZ 85082-1808

Questions and Support:

For questions, please contact LAProvider@AETNA.com or call 1-855-242-0802 and follow the prompts.

A Reminder about the Medicaid Provider Enrollment Portal:

Do not delay in registering and submitting an enrollment application through the Louisiana Medicaid Provider Enrollment portal. Any existing Medicaid provider that does not complete the enrollment and screening process through the portal by March 31, 2022, will risk claim denials and disruption in patient care.

Medicaid Provider Enrollment Portal assistance is available Monday through Friday 8:00 am – 5:00 pm. Please contact (833) 641-2140 for assistance.