



At Aetna Better Health of Louisiana, we are focused on creating opportunities and engagement so that people and our communities can be healthier, and that we have broader access to care and improved quality of health care. We pride ourselves on integrating behavioral health and physical health components as we deliver personalized, convenient and affordable solutions. This newsletter disseminates information specifically for you – our providers. We want this to be a place where you can share your voice. If you are interested in contributing to the newsletter, have ideas or suggestions or you and your organization are interested in partnering with primary care organizations to integrate behavioral and physical health to treat the person as a whole, please contact Brian Guess at [GuessB@aetna.com](mailto:GuessB@aetna.com).

## SELF-CARE

### Mindfulness, meditation and self-compassion – a clinical psychologist explains how these science-backed practices can improve mental health

By Rachel Turow

A common misconception about mindfulness is that it's simply a way to relax or clear the mind. Rather, it means intentionally paying attention to your experiences in a nonjudgmental way. Consider meditation the formal part of your practice – that is, setting aside a time to work on specific mindfulness and self-compassion techniques. Cultivating mindfulness with meditation often involves focusing on paying attention to the breath. A common way to start practice is to sit in a comfortable place and bring attention to your breathing, wherever you feel it most strongly. At some point, probably after a breath or two, your mind will wander to another thought or feeling. As soon as you notice, you can

*(continued on next page)*

## In this issue

- Health equity provider training . . . 2
- Pivot: A new way to help your patients quit smoking. . . . . 2
- Culturally competent care . . . 3
- Tips for drowning prevention when working with children with autism . . . . 4
- Updates to the preferred drug list (PDL) . . . . . 5
- New CDC guidelines for STI prevention and treatment. . . . 5
- New DEA requirement for providers. . . . . 6
- Treatment planning . . . . . 6
- Get to know Availity . . . . . 7
- TPN.health webinar series sponsored by ABHLA . . . . . 8
- Treating children with ADHD . . 8
- ABHLA Medicaid care managers . . . . . 9



## Mindfulness, meditation and self-compassion *(continued from previous page)*

bring your attention back to the breath and try not to judge yourself for losing focus for 5 to 10 minutes.

The most well-established technique for cultivating self-compassion is called loving-kindness meditation. To practice, find a comfortable position, and for at least five minutes, internally repeat phrases such as, “May I be safe. May I be happy. May I be healthy. May I live with ease.” When your attention wanders, you can bring it back with as little self-judgment as possible and continue repeating the phrases. Then, if you like, offer the same well wishes to other people or to all beings. Every time you return your focus to your practice without judging, you’re flexing your mental awareness, because you noticed your mind wandered. You also improve your capacity to shift attention, a valuable anti-rumination skill and your nonjudgment, an antidote to self-criticism.

These practices work. Studies show that brain activity during meditation results in *less self-judgment, depression and anxiety* and *less rumination*. Mindfulness also occurs when you tune into present-moment sensations, such as tasting your food or washing the dishes. An ongoing routine of formal and informal practice can transform your thinking, and again, doing it once in a while won’t help as much. It’s like sit-ups: A single sit-up isn’t likely to strengthen your abdominal muscles, but doing several sets each day will.

To read this article in its entirety, visit: [theconversation.com/mindfulness-meditation-and-self-compassion-a-clinical-psychologist-explains-how-these-science-backed-practices-can-improve-mental-health-198731](https://theconversation.com/mindfulness-meditation-and-self-compassion-a-clinical-psychologist-explains-how-these-science-backed-practices-can-improve-mental-health-198731).



## Health equity provider training

The health equity provider training series offers increased knowledge, tools and techniques to advance health equity among staff and providers. This 11-event series will provide training and education to staff and providers who directly engage in communities that experience health inequities.

The first training is July 17, 10 AM-1 PM CT. FREE continuing education can be earned for counselors, addiction counselors, licensed marriage and family therapists, social workers, psychologists, physicians and nurses. To register, [click here](#).



## Pivot: A new way to help your patients quit smoking

The Pivot tobacco cessation program is available at **no cost** to Aetna Better Health members. Pivot offers a better way to quit smoking and tobacco through a smartphone app. It even works for those not quite ready to quit. Pivot provides custom plans and support based on your goals and preferences. The program is convenient and private, giving a member a quit kit in their pocket. The Pivot program includes the Pivot app, SmartSensor, nicotine replacement therapy (NRT), unlimited access to personal coaching and an online community. Pivot’s SmartSensor is proven to help quit smoking by measuring levels of carbon monoxide (CO) in the user’s breath. For the first time, members can see the impact of changes made in real time. They can skip a cigarette or delay the next one, and watch the CO levels drop.

To register, members should visit [pivot.co/aetnabetterhealthLA](https://pivot.co/aetnabetterhealthLA).





## Culturally competent care

By Shawn Allen, LPC

When welcoming a new enrollee into your facility/practice, it is important to acknowledge that each person is unique in their individual needs. Creating an environment that addresses each individual characteristic of all enrollees fosters individualized and wholistic care. Gathering information from enrollees concerning their cultural differences and needs allows for care specific to their individual needs through cultural lenses.

*Culturally competent care* is defined as care that respects diversity in the patient population and cultural factors that can affect health and health care, such as language, communication styles, beliefs, attitudes, gender and behavior\*.

### What is cultural competence in health care?

Individual values, beliefs and behaviors about health and well-being are shaped by factors such as race, ethnicity, nationality, language, gender, physical and mental ability, socioeconomic status, occupation and sexual orientation. Cultural competence in health care is broadly defined as the ability of providers and organizations to understand and integrate these factors into the delivery and structure of the health care system. The goal of culturally competent health care services is to provide the highest quality of care to every patient, regardless of race, ethnicity, cultural background, English proficient or literacy. Strategies to improve patient-provider interactions and encourage changes in the health care system include:

- Provide interpreter services
- Recruit and retain minority staff
- Provide training to increase cultural awareness, knowledge and skills
- Coordinate with traditional healers
- Use community health workers
- Incorporate culture-specific attitudes and values into health promotion tools
- Include family and community members in health care decision-making
- Locate clinics in geographic areas that are easily accessible for certain populations
- Expand hours of operation
- Provide linguistic competency that extends beyond the clinical encounter to the appointment desk, advice lines, medical billing and other written materials

### Guidelines from professional organizations help promote cultural competence

Many professional organizations representing a variety of health professionals have played an active role in promoting culturally competent practices

through policies, research and training efforts. For example, the American Medical Association provides information and resources on policies, publications, curriculum and training materials and relevant activities of physician associations, medical specialty groups and state medical societies.

Several organizations have instituted cultural competence guidelines for their memberships. Based on 10 years of work, the Society of Teachers of Family Medicine has developed guidelines for curriculum material to teach cultural sensitivity and competence to family medicine residents and other health professionals. These guidelines focus on enhancing attitudes in:

- Awareness of the influences that sociocultural factors have on patients, clinicians and the clinical relationship
- Acceptance of the physician's responsibility to understand the cultural aspects of health and illness
- Willingness to make clinical settings more accessible to patients
- Recognition of personal biases against people of different cultures
- Respect and tolerance for cultural differences
- Acceptance of the responsibility to combat racism, classism, ageism, sexism, homophobia and other kinds of biases and discrimination that occur in health care settings

It is impossible to know everything about every culture. Therefore, training approaches that focus only on facts are best combined with approaches that provide skills that are more universal. For example, skills such as communication and medical history-taking techniques can be applied to a wide diversity of clientele. Curiosity, empathy, respect and humility are some basic attitudes that can help the clinical relationship and yield useful information about the patient's individual beliefs and preferences. An approach that focuses on inquiry, reflection and analysis throughout the care process is most useful for acknowledging that culture is just one of many factors that influence an individual's health beliefs and practices.

\*Cultural competence in health care: is it important for people with chronic conditions? Georgetown University. [hpi.georgetown.edu/cultural](http://hpi.georgetown.edu/cultural).



## Tips for drowning prevention when working with children with autism

As summer rolls around and temperatures rise, the individuals you serve and their families may start spending more time in and around the water. You may even be incorporating time in or near the water in your community-based sessions. Children with autism are at greater risk for drowning than their typically developing peers. Here are 12 tips to consider to drowning prevention for people working with or providing swim lessons to children with autism from the Autism Society of Florida:

1. **Don't sweat the small stuff** – relax your standards of required apparel. Bathing caps, goggles and other items may be uncomfortable and even painful for students with heightened sensitivities. Allow the use of preferred gear.
2. **Setting the stage** – prepare your students for the loud sound of whistles. Demonstrate them and briefly explain why they are used. Allow students to touch and blow the whistle to decrease anxiety.
3. **Pool day introduction** – begin with the child outside of the water, on the pool deck, to show spatial relation of their bodies to the water before actually entering the pool. This allows them the opportunity to see what the expected movements will be and gives them a chance to acclimate.
4. **Familiarization is key** – allow the student some time to familiarize themselves with the pool, the instructor and the objects they'll be using, like the kickboard, goggles and fins. Familiarization helps to minimize difficulties they may have with the new experience.
5. **Discover what they love** – during the first lesson pay special attention to what the child loves most in the pool (e.g., splashing, jumping). When they do what's asked, give them reinforcement, like verbal praise or high-fives. Some kids need tangible rewards such as rockets, rings or fins.
6. **Quiet spaces are golden** – offer a quiet room or an area away from the noise and activity of a busy pool where the student can go if they need a sensory break to regroup and get back on track.
7. **Make it visual** – provide a written or picture schedule. Many people with autism tend to be visual learners. An agenda that includes the expectations for the student for the particular lesson can prove to be very helpful.
8. **Structure, structure, structure** – kids with autism typically love structure. The more structured and consistent you make the instruction, the more likely they are to learn. Format lessons into four parts and pair visuals:
  - a. A five-minute warm-up period
  - b. Five minutes of kicking
  - c. Five minutes of arm movements
  - d. Five minutes of combining arm and leg movements
9. **Social stories** – develop social stories about what kids can expect when they come for swimming lessons. Laminate them and use again and again. A social story accurately describes the learning experience in a descriptive way using a brief description and photos of the actual people and location.
10. **Four-second rule** – integrate the “four-second rule”, also known as constant time delay (CDT). After giving instruction, such as, “legs straight,” wait four seconds before speaking again allowing child time to process instruction and interpret it to the best of their ability. If they do not respond within the four seconds, assist with light physical prompt and move their feet for them, in the correct position, so they can feel what is expected.
11. **Fade out flotation devices ASAP** – due to poor generalization skills, if flotation devices are used, must be a fading process to ensure that the child does not assume this is what it will be like if they fall into a body of water.
12. **Use lots of specific praise** – teach one skill at a time: Use task-specific feedback (e.g., “Great job floating on your back and moving your arms backwards!”) or (“I like that you're in the water”).

For more information on drowning prevention, visit the Autism Society of Florida's website: [www.autismfl.org/drowning-prevention](http://www.autismfl.org/drowning-prevention).



## Updates to the preferred drug list (PDL)

We follow the Louisiana Department of Health (LDH) preferred and non-preferred drug list. All non-preferred drugs require a prior authorization approval; criteria for authorization can be found at [Healthy LA PDL](#).

### Brand name preferred changes as of Jan. 1

- Diazepam rectal
- Lacosamide solution
- Midazolam nasal spray
- Paliperidone
- Albuterol Sulfate
- Budesonide
- Dupilumab

- Hydrocortisone rectal cream
- Epinephrine
- Febuxostat
- Factor IX human recomb
- Factor VIII
- Factor VIII, recombinant
- Abacavir/Dolutegravir/Lamivudine
- Pirfenidone

- IG Intravenous (human)
- Valbenazine
- Everolimus
- Sorafenib
- Difluprednate
- Lidocaine patch

### Added therapeutic class to PDL on Jan. 1

- None



## New CDC guidelines for STI prevention and treatment

The CDC has a campaign called **Talk. Test. Treat** to help stamp out many of the STIs that are treatable and often curable. Aetna Better Health of Louisiana is committed to the overall health of our members and is doing regular campaigns to improve the screening and treatment of many STIs that are on the rise in Louisiana. In some cases our rates are three to five times those of the national average, so learning more about your patients will help keep them healthy.

It all begins with talking to patients about sexual health. Taking a sexual history should be part of routine care. Talking about sexual health can be challenging, but studies show that patients want to be asked about sex. The following tips can help to ensure the most productive conversations with your patients:

- Help foster trust with your patient before their visit starts by creating a welcoming and inclusive clinic or office environment. For example, you can use these **tips to make your office teen-friendly**.
- If your patient is hesitant to answer a question, try rephrasing or briefly explain why you are asking.
- Ensure that you and your patient understand the terms being used to avoid confusion.

- Make sure your patients are comfortable and in a private space, especially before asking sensitive questions; this includes assuring patients their confidentiality is being protected by everyone in your office.
- Help normalize sexual health questions and STI/HIV testing recommendations by letting your patients know you ask these questions and offer these services to all patients, as sexual health is a normal part of a person’s overall health and well-being.
- Avoid making assumptions about your patients; asking is the only way to know for sure. Standardize sexual orientation/gender identity (SOGI) questions and use open-ended questions when taking a sexual history.

Understanding changes in CDC guidelines will also help open the conversation with patients, especially minors. The CDC lowered the HIV screening age from 15 to 13 last year, based on data collected. In Louisiana, the 13-24 age group has the highest rate of confirmed HIV.

Changes in testing and/or treatment are also a good reference point for opening the conversation. There are many self-test options so even if the patient isn’t ready to test today they can access their Medicaid plan’s page and find resources or access the **Louisiana Health Hub** to explore options on their own.

Learn more at [the provider portal on the CDC site](#).



## New DEA requirement for providers

Last December, the Consolidated Appropriations Act 2023 (also known as The Omnibus Bill) removed the federal requirement for a waiver if practitioners wished to prescribe buprenorphine to treat opioid use disorder (OUD). In its place, eight hours of training is required for all providers when they acquire or renew their DEA license.

### Do the courses need to be accredited for CME/CE?

No, CME/CE accreditation is not required for the course to count towards the eight-hour requirement.

### What organizations are approved to provide the course(s)?

- The American Society of Addiction Medicine (ASAM)
- The American Academy of Addiction Psychiatry (AAAP)
- The American Medical Association (AMA)
- The American Osteopathic Association (AOA) or any organizations accredited by the AOA to provide continuing medical education
- The American Dental Association (ADA)
- The American Association of Oral and Maxillofacial Surgeons (AAOMS)
- The American Psychiatric Association (APA)
- The American Association of Nurse Practitioners (AANP)
- The American Academy of Physician Associates (AAPA)
- The American Nurses Credentialing Center (ANCC)
- Any other organization accredited by the Accreditation Council for Continuing Medical

Education (AACCME) or the Commission for Continuing Education Provider Recognition (CCEPR), whether directly or through an organization accredited by a state medical society that is recognized by the ACCME or CCEPR

- Any other organization approved or accredited by the Assistant Secretary for Mental Health and Substance Use, the ACCME or the CCEPR

### Does ANY course count?

Any training on the treatment and management of patients with opioid or other substance use disorders provided by one of the organizations listed counts.

### Where can I find course(s)?

You may find courses by visiting any of the approved organization websites. You can also go to **pcssNOW.org**, which provides FREE training in one- and eight-hour increments.

### How do I prove that I've completed the eight hours?

When applying for or renewing your DEA license after June 26, 2023, you will be required to attest via a checkbox that you completed the eight hours of training. You will not be required to submit your certificate(s).

Source: [www.PCSSnow.org](http://www.PCSSnow.org)



## Treatment planning

Our Care Management Team is available to assist eligible members with condition management and care coordination needs. The team works closely with eligible members to create an individualized plan of care to meet the member's needs. By developing this plan of care in collaboration with PCP/provider's treatment plan, we can ensure the most optimal, positive health outcomes for members. When the care plan is developed, the care manager assisting the member will send a letter to the provider including the care plan and a request for a copy of the provider's treatment plan. The Care Management team encourages providers to collaborate with the Care Management staff listed on the received letter to share treatment plans in order to align priority goals for members.

Reach the Care Management Team at **1-800-242-0802** or **AetnaBetterHealthofLA-CMReferral@aetna.com**.



## Get to know Availity



Availity is your trusted source for payer information, so you can focus on patient care. If your organization isn't registered with Availity, get started today at [availity.com/provider-portal-registration](https://www.availity.com/provider-portal-registration).

### Live webinars for Availity portal users

Once you're registered, sign in at [apps.availity.com/availity/web/public.elegant.login](https://apps.availity.com/availity/web/public.elegant.login). The Availity learning team offers regularly scheduled live webinars on a variety of topics including:

- Prior authorization submission and follow-up training
- Navigating the attachments dashboard and workflow options
- Resources and tips for new administrators on Availity
- Use Availity portal to submit professional claims
- Availity claim status

### Tips for finding live webinars

- In the Availity portal, select Help & Training > Get Trained to open your Availity Learning Center (ALC) catalog in a new browser tab.
- In the ALC catalog > Sessions tab, browse or search by webinar title and look for live webinar and the date. You can also scroll the months using the calendar option at the top left of the page.

After you enroll, watch your email inbox for confirmation and reminder emails with information to join and downloadable calendar options.

### Can't make a live session?

The ALC catalog includes on-demand options as well. Look for courses in the catalog with a title that ends in "recorded webinar"; for example, Navigating the Attachments Dashboard and Workflow Options – Recorded Webinar.

### Information about Availity Essentials

Availity Essentials provider portal provides access to a robust self-service and online tools, allowing providers to easily navigate Aetna's policies, procedures and requirements. Availity also allows providers to communicate directly with Aetna's clinical and administrative staff through the Contact Us feature.

### Support capabilities offered through Availity include the ability to:

- Submit claims and check claim status
- Submit grievances & appeals and check status
- Submit prior authorization requests, including specialty pharmacy prior authorizations and check status
- View payer space
- Create panel rosters
- Check member eligibility and benefits
- Contact us
- Generate/view reports and provider data management

There are resources to help guide providers on how to navigate the site. Availity is free for all providers and offers a single sign-on for participating payers.

### Bookmark these resources for easy access:

- [Availity.com/Essentials](https://www.availity.com/Essentials) – 24/7 access to training resources and recorded webinars
- [Aetna Crosswalk](#) – Aetna Better Health tools and resources



## FREE CONTINUING EDUCATION

### TPN.health webinar series sponsored by Aetna Better Health of Louisiana

- Aetna has more than 20 events with 40+ hours of continuing education available in our TPN.health library
- Free continuing education can be earned for counselors, addiction counselors, licensed marriage and family therapists, social workers, psychologists, physicians\* and nurses\*
- On-demand education includes:
  - Evidence-based practices
  - Promising practices
  - Emerging best practices
  - Cultural competency/cultural humility/DEE
  - Trauma-informed care
  - Three-part series – integrating physical and behavioral health
  - Maternal health
- Upcoming live webinar topics:
  - Working with special populations
  - Co-occurring developmental disabilities and mental health diagnosis
  - Fighting the substance abuse epidemic
- Never miss an opportunity to earn and track your FREE continuing education!
  - Join the Aetna Organization by visiting <https://app.tpn.health/oi/bYMa>
  - View your earned education hours with the CE tracker
  - View present and past CE certificates
  - Explore the library of continuing education opportunities

To learn more, scan the QR code or go to <https://app.tpn.health>.



\*Physicians and nurses can earn continuing education on Aetna Better Health of Louisiana-sponsored events in the provider webinar series as of September 2022. Check CE details on each event before registering.



## PROVIDER RESOURCES

### Treating children with ADHD

- First-line treatment for children with ADHD
  - Evidence-based behavioral therapies are the first line of treatment for children younger than 6 years old with ADHD; other best practices for ADHD care for all children (**CDC guidelines**)
- Toolkit
  - **Academy of Pediatrics Louisiana Chapter ADHD toolkit** is now available on the ABHLA provider website, under the behavioral health material and info section
- CPGs
  - **The AAP publication of CPGs**
- ADHD-focused Free ABHLA Provider Education
  - **ADHD Begins Early and Often Stays Late. How to Disinvite it Early in the Lifespan Party?**
  - **Rethinking Adult ADHD: Helping Clients Turn Intentions into Actions**
  - **TEAM CBT: An Effective Focused Therapy**
- Locate a provider
  - **To find a provider by ZIP code, provider/facility name or specialty**
  - To schedule a telehealth appointment with One Telemed, call the referral line at **337-565-0669** or fax your referral to **337-210-2987**
- CM referral form
  - **You can now easily refer to Care Management by using the provider CM referral form**
  - For more help with your ABHLA members, call Member Services at **1-855-242-0802**, TTY: 711

To find more ABHLA-sponsored TPN.health live and on-demand events, scan the QR code or go to <https://app.tpn.health>.







## Aetna Better Health of Louisiana Medicaid care managers

Below you will find the Aetna Better Health Medicaid Care Manager name and contact information assigned to the enrollees admitted to your facility. To support coordination of care and discharge follow up, please ensure this information is included in the discharge packet to our enrollee before discharge.

Acute Hospital	Care Manager	Phone Number
Abbeville General Hospital	Valen George	959-230-6088
Abrom Kaplan Memorial Hospital	Valen George	959-230-6088
Acadia Medical Center	Valen George	959-230-6088
Acadia Saint Landry Hospital Service District	Valen George	959-230-6088
Allen Parish Hospital	Valen George	959-230-6088
Assumption Community Hospital	Tradestiny Mearidy	959-230-6078
Avoyelles Hospital	Valen George	959-230-6088
Baton Rouge General Medical Center	Staci Arnold	959-230-6075
Beauregard Memorial Hospital	Valen George	959-230-6088
Bienville Medical Center	Valen George	959-230-6088
Bunkie General Hospital	Deborah Coleman	959-299-5005
Byrd Regional Hospital	Deborah Coleman	959-299-5005
Caldwell Memorial Hospital	Deborah Coleman	959-299-5005
Central Louisiana Surgical Hospital	Deborah Coleman	959-299-5005
Children’s Hospital New Orleans	Felicia Mitchell	504-884-5235
Christus Coushatta Health Care Center	Kira Grant	959-230-6072
Christus Schumpert Medical Center	Kira Grant	959-230-6072
Christus St. Frances Cabrini Hospital	Deborah Coleman	959-299-5005
Christus St. Patrick Hospital	Valen George	959-230-6088
Citizens Medical Center	Deborah Coleman	959-299-5005
Claiborne Memorial Medical Center	Kira Grant	959-230-6072
Dequincy Memorial Hospital	Valen George	959-230-6088
Desoto Regional Health System	Kira Grant	959-230-6072
Doctors Hospital at Deer Creek	Deborah Coleman	959-299-5005
East Jefferson General Hospital	Felicia Mitchell	504-884-5235
Franklin Foundation Hospital	Tradestiny Mearidy	959-230-6078
Franklin Medical Center	Kira Grant	959-230-6072
Glenwood Regional Medical Center	Kira Grant	959-230-6072
Hardtner Medical Center	Deborah Coleman	959-299-5005
Heart Hospital of Lafayette	Valen George	959-230-6088
Hood Memorial Hospital	Tradestiny Mearidy	959-230-6078
Iberia Medical Center	Valen George	959-230-6088
Interim LSU Hospital	Felicia Mitchell	504-884-5235
Jackson Parish Hospital	Deborah Coleman	959-299-5005
Jennings American Legion Hospital	Valen George	959-230-6088
Lady of the Sea Hospital	Tradestiny Mearidy	959-230-6078
Lafayette General Medical Center	Valen George	959-230-6088

(continued on next page)

## Medicaid care managers *(continued from previous page)*

Acute Hospital	Care Manager	Phone Number
Lafayette General Surgical Center	Valen George	959-230-6088
Lafayette Surgical Specialty Center	Valen George	959-230-6088
Lake Area Medical Center	Valen George	959-230-6088
Lake Charles Memorial Hospital	Valen George	959-230-6088
Lakeview Hospital	Felicia Mitchell	504-884-5235
Lallie Kemp Regional Medical Center	Tradestiny Mearidy	959-230-6078
Lane Regional Medical Center	Staci Arnold	959-230-6075
Lasalle General Hospital	Valen George	959-230-6088
Leonard J Chabert Medical Center	Tradestiny Mearidy	959-230-6078
LSUMC University Medical Center	Valen George	959-230-6088
Madison Parish Hospital	Deborah Coleman	959-299-5005
Mercy Regional Medical Center	Valen George	959-230-6088
Minden Medical Center	Kira Grant	959-230-6072
Monroe Surgical Hospital	Kira Grant	959-230-6072
Morehouse General Hospital	Kira Grant	959-230-6072
Natchitoches Regional Medical Center	Kira Grant	959-230-6072
New Orleans East Hospital	Felicia Mitchell	504-884-5235
North Caddo Medical Center	Kira Grant	959-230-6072
North Oaks Medical Center	Tradestiny Mearidy	959-230-6078
Northern Louisiana Medical Center	Kira Grant	959-230-6072
Oakdale Community Hospital	Valen George	959-230-6088
Ochsner American Legion	Valen George	959-230-6088
Ochsner Baptist Medical Center	Felicia Mitchell	504-884-5235
Ochsner LSU Health Monroe	Kira Grant	959-230-6072
Ochsner LSU Health Shreveport	Kira Grant	959-230-6072
Ochsner Medical Center Baton Rouge	Staci Arnold	959-230-6075
Ochsner Medical Center Kenner	Felicia Mitchell	504-884-5235
Ochsner Medical Center Main	Felicia Mitchell	504-884-5235
Ochsner Medical Center Northshore	Tradestiny Mearidy	959-230-6078
Ochsner Medical Center Westbank	Felicia Mitchell	504-884-5235
Ochsner St. Anne Hospital	Tradestiny Mearidy	959-230-6078
Ochsner St. Mary Medical Center	Tradestiny Mearidy	959-230-6078
Opelousas General Health System	Valen George	959-230-6088
Ouachita Community Hospital	Kira Grant	959-230-6072
Our Lady of Lourdes Regional Medical Center	Valen George	959-230-6088
Our Lady of the Angels Hospital	Tradestiny Mearidy	959-230-6078
Our Lady of the Lake Ascension Hospital	Staci Arnold	959-230-6075
Our Lady of the Lake Regional Medical Center	Staci Arnold	959-230-6075
P&S Surgical Hospital	Kira Grant	959-230-6072
Park Place Surgical Hospital	Valen George	959-230-6088

*(continued on next page)*

## Medicaid care managers *(continued from previous page)*

Acute Hospital	Care Manager	Phone Number
Prevost Memorial Hospital	Tradestiny Mearidy	959-230-6078
Rapides Regional Medical Center	Deborah Coleman	959-299-5005
Reeves Memorial Medical Center	Kira Grant	959-230-6072
Regional Medical Center of Acadiana	Valen George	959-230-6088
Richardson Medical Center	Deborah Coleman	959-299-5005
Richland Parish Hospital	Deborah Coleman	959-299-5005
River Parishes Hospital	Tradestiny Mearidy	959-230-6078
Riverland Medical Center	Deborah Coleman	959-299-5005
Riverside Medical Center	Tradestiny Mearidy	959-230-6078
Sabine Medical Center	Kira Grant	959-230-6072
Savoy Medical Center	Valen George	959-230-6088
Shriners Children's Shreveport	Kira Grant	959-230-6072
Slidell Memorial Hospital	Tradestiny Mearidy	959-230-6078
South Cameron Memorial Hospital	Valen George	959-230-6088
Springhill Medical Center	Kira Grant	959-230-6072
St. Bernard Parish Hospital	Felicia Mitchell	504-884-5235
St. Charles Parish Hospital	Tradestiny Mearidy	959-230-6078
St. Francis Hospital	Deborah Coleman	959-299-5005
St. Helena Parish Hospital	Tradestiny Mearidy	959-230-6078
St. James Parish Hospital	Tradestiny Mearidy	959-230-6078
St. Martin Hospital	Valen George	959-230-6088
St. Tammany Parish Hospital	Tradestiny Mearidy	959-230-6078
Terrebonne General Medical Center	Tradestiny Mearidy	959-230-6078
Thibodaux Regional Medical Center	Tradestiny Mearidy	959-230-6078
Touro Infirmary Hospital	Felicia Mitchell	504-884-5235
Tulane Lakeside Hospital	Felicia Mitchell	504-884-5235
Tulane Medical Center	Felicia Mitchell	504-884-5235
Union General Hospital	Deborah Coleman	959-299-5005
University Hospital & Clinics	Valen George	959-230-6088
West Calcasieu Cameron Hospital	Valen George	959-230-6088
West Carroll Memorial Hospital	Deborah Coleman	959-299-5005
West Feliciana Parish Hospital	Staci Arnold	959-230-6075
West Jefferson General Hospital	Felicia Mitchell	504-884-5235
Willis Knighton Bossier Health Center	Kira Grant	959-230-6072
Willis Knighton Medical Center	Kira Grant	959-230-6072
Willis Knighton Medical Center Pierremont	Kira Grant	959-230-6072
Willis Knighton Medical Center South	Kira Grant	959-230-6072
Winn Parish Medical Center	Deborah Coleman	959-299-5005
Womans Hospital	Staci Arnold	959-230-6075
Women's and Children's Hospital	Staci Arnold	959-230-6075