

January 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 for appropriate reimbursement, the details will be outlined by ABHLA in a supporting reimbursement policy.

ABHLA has conducted an internal audit of Behavioral Health claims and has reviewed them to determine their compliance with the Louisiana Medicaid Specialized Behavioral Health Fee Schedule. Through our audit we determined many HCPCS claims where the individual provider rendering services was not identified on the claims. Instead, the facility was listed as the rendering provider. To comply with monitoring the SBHS provider requirements set forth for providers rendering in these facilities, ABHLA now requires a rendering provider on the claim.

To ensure a clean claims experience when billing, ABHLA reminds Behavioral Health providers to always bill according to the [Louisiana Medicaid Special Behavioral Health Fee Schedule](#) and to include the rendering provider's Individual National Provider Identifier (NPI) in Box 24J of the HCFA-1500 when indicated by the fee schedule. The following codes may have been previously paid with a Facility NPI as the rendering provider:

H0001	H0004	H0005	H0014*
H0015*	H0036	H2011	H2013*
H2017*	H2033	S9485	90971*

*As listed on the provider specific rates page of the SBHS fee schedule

Claims with the Facility NPI listed as the rendering provider will be denied and paid claims may be recovered by the health plan. Should you receive denials for this reason, you may rebill your denied claim(s) as a corrected claim with the Individual Provider NPI listed as rendering for ABHLA to reprocess and pay the claim(s).

Please note that providers may see reimbursement impacted if not aligned to the Louisiana Department of Health's Medicaid services manual within 30 days of the date of this notification.

Questions and Support:

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