

### **Provider Complaint — Submission Form**

This form should be completed for provider complaints only.

**Provider/provider representative information:**

Provider name:		
NPI number(s):		Tax ID number:
Provider street address:		
City:	State:	ZIP code:
<input type="checkbox"/> I am a participating provider.		<input type="checkbox"/> I am not a participating provider.
<b>Provider representative:</b>		
<input type="checkbox"/> Office Staff		<input type="checkbox"/> Billing agency
<input type="checkbox"/> Law firm		<input type="checkbox"/> Other (specify):
Contact name:		Contact phone number:
Contact email:		Street address:
City:	State:	ZIP code:

**Provider complaint**

A provider complaint is defined as dissatisfaction with a policy, procedure, payment, or any other communication or action by the MCO, excluding request of reconsideration or appeal for specific claims.

To ensure timely and accurate processing of your request, please check the appropriate complaint category or categories below.

<input type="checkbox"/> Credentialing timeliness	<input type="checkbox"/> Demographic data update timeliness	<input type="checkbox"/> Interaction with Healthy Blue staff
<input type="checkbox"/> Disagree with result of previously filed claim appeal	<input type="checkbox"/> Disagree with Healthy Blue payment policy	<input type="checkbox"/> Disagree with other Healthy Blue policy or procedure
<input type="checkbox"/> Other:		

Detail explanation:

**Send this form and supporting documentation to Healthy Blue by email at [laprovidercomp@healthybluela.com](mailto:laprovidercomp@healthybluela.com).**

While email is the preferred method, complaints may also be submitted through the options below:

Tier 1 Escalation: Provider Services Contact Information	Mailing and Physical: Healthy Blue 10000 Perkins Rowe Suite G-510 Baton Rouge, LA 70810
Tier 2 Escalation: Management Level Contacts	Annie Garnier Manager of Operations <a href="mailto:Annie.Garnier@healthybluela.com">Annie.Garnier@healthybluela.com</a>
Tier 3 Escalation: Executive Level Contacts	Dexter Trivett COO <a href="mailto:Dexter.Trivett@healthybluela.com">Dexter.Trivett@healthybluela.com</a>

**<https://providers.healthybluela.com>**

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