



**Louisiana Department of Health
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Finding a Specialist

LDH recognizes the importance of adequate access to healthcare providers and continues to place provider access monitoring and maintenance as one of its highest priorities. MCOs are responsible to ensure the availability of specialists are within the appropriate ratio, distance and appointment time requirements.

To assist providers in finding a specialist for their patients, each MCO has developed a “Finding a Specialist” dedicated email account. Providers are expected to make a reasonable attempt to locate the appropriate specialist, but the MCOs’ email accounts are staffed by knowledgeable provider network staff to assist providers when a specialist may not be easily located. Except for emergency cases, the normal turnaround will be within three business days.

MCO	Email Account
ABH	findaABHspecialist@aetna.com
ACLA	SpecialistsInquiries@amerihealthcaritas.com
HBL	la1casemgmt@healthybluela.com
LHCC	FindASpecialist@LouisianaHealthConnect.com
UHC	la_spec_rep_asst@uhc.com

If you encounter problems with this process, please contact Medicaid at providerrelations@la.gov.