

November 2020

OVERVIEW:

Per our [notification, "Alignment with LDH Medicaid Services Manual," from July 2020](#), we are continuing to align to the [Louisiana Department of Health's \(LDH\) Medicaid Services Manuals](#). It is critical for providers to adhere to their contracts, which can help ensure a clean claims experience with ABHLA. We wish to remind providers of several, important data and billing requirements:

- Data Requirements – The following are basic information elements needed for the accurate and timely processing of claims:
 - Taxonomy code – use the correct taxonomy code for your classification and specification in the correct context for the service(s) being billed. For additional information, please see our ["Provider Taxonomy Code Claims Requirement" notification](#).
 - NPI – Ensure that you are registered with the [National Plan & Provider Enumeration System \(NPPES\)](#) and that your National Provider Identifier (NPI) record is current.
 - Certifications and licensures – ensure that your most current certifications and licenses are on file with ABHLA.
 - Contact information – always keep us informed of your current address, telephone number, and email address.

NOTE: Ensure that the above data are up to date with [NPPES](#) and/or ABHLA. Email updated information to LouisianaProviderRelationsDepartment@aetna.com. To find your Provider Services Representative, see our Provider Services page at <https://www.aetnabetterhealth.com/louisiana/providers/resources/services>.

- Billing Requirements – The following are general guidelines that should be met for accurate and timely processing of claims:
 - Bill according to [LDH Medicaid Services Manuals](#) and [ABHLA policies](#).
 - Bill according to the appropriate [LDH Medicaid Fee Schedules](#).
 - Use modifiers appropriately.
 - Follow [National Correct Coding Initiative \(NCCI\) Guidelines](#).

Please note that missing or incorrect data on file with ABHLA and/or incorrect billing of claims may result in denials.

Questions and Support:

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