

DBT Billing Guidance Links and Managed-Care Entity (MCE) Contacts for DBT-Related Matters

(Read last page as well for additional guidance)

Aetna (ABHLA):

Primary: Chenise Taylor, taylorc10@aetna.com, 959-299-6364
Secondary: Kelly Gay, gayk@aetna.com, 959-299-6416

Billing Guidance Link:

https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/louisiana/providers/pdf/ABHLA_DBT_Provider_Guidance.pdf

AmerihealthCaritas (ACLA):

Primary: Glynda Hurm, ghurm1@amerihealthcaritasla.com, 225-316-6716
Secondary: Gwen Matthews, gmatthews@amerihealthcaritasla.com, 225-300-9090

Billing Guidance Link: (see pp.113-114 in the link below)

<https://www.amerihealthcaritasla.com/content/dam/amerihealth-caritas/acla/pdf/provider/billing/claim-filing-instructions.pdf.coredownload.inline.pdf>

Healthy Blue (HBL):

Primary: Naomi Devoe, naomi.devoe@healthybluel.com, 225-315-9686
Secondary: Ebony Chambliss, Ebony.Chambliss@elevancehealth.com, 504-259-0983

Billing Guidance Link: [Dialectical behavioral therapy billing update, including rate increases - Provider News](#)

Humana Healthy Horizons (HHH):

Primary: Crystal Corbin-Hurst, CCorbin6@humana.com, 318-780-5007
Secondary: Michael Gomila, MGomila@humana.com, 318-235-3661
Annette Arthur, AArthur3@humana.com, 225-938-9674

Billing Guidance Link:

<https://assets.humana.com/is/content/humana/DBT%20Billing%20Guidancepdf>

Louisiana Healthcare Connections (LHCC):

Primary: Candace Kliesch, Candace.H.Kliesch@LOUISIANAHEALTHCONNECT.COM,
225-719-2285

Secondary: Christopher Barberousse, cbarberousse@centene.com, 985-778-1255

Billing Guidance Link: <https://www.louisianahealthconnect.com/newsroom/billing-guidance-for-dialectical-behavioral-therapy--dbt-.html>

Magellan:

Primary: Sharonda Gray, sgray@magellanhealth.com, 318-524-8829

Secondary: Gail Fowler, igfowler@magellanhealth.com, 314-387-5872

Billing Guidance Link: [2025 | Magellan of Louisiana](#)

OR see link to billing guidance PDF:

[Magellan DBT Contact and Billing Guidance \(003\).pdf](#)

United Healthcare (UHC):

Primary: Julie Sutton, julie.sutton@uhc.com, 504-849-1573

Secondary: Stacie Zerangue, Stacie.zerangue@optum.com, 225-284-7744

Or UHC Medicaid Provider Relations at networkse@optum.com

Billing Guidance Link: <https://public.providerexpress.com/content/dam/ope-provexpr/us/pdfs/ourNetworkMain/welcomeNtwk/LA/LADBTBilling.pdf>

Or, see link to Provider Webpage:

<https://public.providerexpress.com/content/ope-provexpr/us/en/our-network/welcomeNtwk/wLA.html>

In addition to the DBT-specific information and billing guidance, LDH Informational Bulletin 19-3 (link below) provides comprehensive information to Medicaid providers for pursuing resolution of issues with Medicaid MCOs.

As noted in the bulletin, providers should first seek resolution with the MCO directly.

At the end of the bulletin, please see information on how to escalate the situation to LDH if a provider is unable to reach satisfactory resolution or receive a timely response from the MCO, by submitting information to the **LDH Provider Relations** email address.

https://ldh.la.gov/assets/docs/BayouHealth/Informational_Bulletins/2019/IB19-3/IB19-3_revised_09.16.25.pdf