



Louisiana Department of Health
Informational Bulletin 15-14
Revised May 12, 2026

Timely Notification Requirements for Specialized Behavioral Health Inpatient Admission

Note: Effective April 1, 2026, UnitedHealthcare's (UHC) contract with the Louisiana Department of Health (LDH) ended, and all members assigned to UHC were reassigned to other managed care organizations (MCO). For additional details regarding the UHC transition, refer to [Informational Bulletin 26-3](#).

Aetna

- Will accept authorization requests the following business day to include holidays.
- Non-business days in addition to weekend: Louisiana state holidays.
- Aetna is available 24 hours a day, 7 days a week to authorize services accept authorization requests.

AmeriHealth Caritas

- Next business day following admission.
- ACLA Behavioral Health Utilization Management is available for precerts 24 hours a day, 365 days a year.
- Non-business days in addition to weekend: New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving Day, Christmas Eve (1/2 day), Christmas Day and New Year's Eve (1/2 day).

Healthy Blue

- One business day from admission.
- Licensed clinical staff available 24 hours a day, 7 days a week (including weekends and holidays) to take calls for acute care.
- Non-business days in addition to weekend: New Year's Day, Martin Luther King Jr. Day, Memorial Day, Juneteenth (June 19), Independence Day, Labor Day,

Thanksgiving Day, Friday after Thanksgiving Day and Christmas Day.

Humana Healthy Horizons® in Louisiana

- One business day from admission.
- Humana is available 24 hours a day, 7 days a week to authorize services.
- Non-business days in addition to weekend: New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving Day and Christmas Day.

Louisiana Healthcare Connections (Centene)

- 24 hours from time of admission.
- LHC provides a notification number 24/7; Utilization Management (UM) will follow up with the facility on the next calendar day for additional clinical information.
- Non-business days in addition to weekend: Providers can contact notification number 24/7; UM will follow up with facility on next calendar day for additional clinical information.

~~United Healthcare Community Plan (Optum)~~

- ~~• Licensed clinical staff available 24 hours a day, 7 days a week (including weekends and holidays) to take calls for acute care or facility based admissions.~~
- ~~• Notifications of admissions are required within 24 hours.~~
- ~~• Authorizations may be requested telephonically or electronically.~~