



## Louisiana Department of Health Informational Bulletin 23-18

**Revised May 12, 2026**

### **Managed Care Organization Credentialing for Medical Staff of Hospitals, Federally Qualified Health Centers, and Rural Health Clinics**

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](#).

Act 143 of the 2022 Regular Legislative Session exempted certain providers from having to satisfy credentialing requirements of Louisiana Medicaid managed care organizations (MCO), including the following:

1. Any provider who maintains hospital privileges or is a member of a hospital medical staff with a hospital licensed in accordance with the Hospital Licensing Law, R.S. 40:2100 et seq.
2. Any provider who is a member of the medical staff of a Rural Health Clinic (RHC) licensed in accordance with R.S. 40:2197 et seq.
3. Any provider who is a member of the medical staff of a Federally Qualified Health Center (FQHC) as defined in R.S. 40:1185.3.

If a provider qualifies to credential or re-credential in accordance with Act 143, verification of meeting one of the above three conditions can be submitted to Louisiana Medicaid MCOs at the email addresses below. It is recommended to include “ACT 143” in the subject line.

<b>Aetna Better Health</b>	<a href="mailto:Laprovider@aetna.com">Laprovider@aetna.com</a>
<b>AmeriHealth Caritas Louisiana</b>	<a href="mailto:Credentialing@amerihealthcaritasla.com">Credentialing@amerihealthcaritasla.com</a>
<b>Healthy Blue</b>	Submit via Availity portal *If a provider is experiencing trouble with Availity, submit to <a href="mailto:lainterpr@healthybluela.com">lainterpr@healthybluela.com</a>
<b>Humana Healthy Horizons</b>	<a href="mailto:LAMSProviderIntake@Humana.com">LAMSProviderIntake@Humana.com</a>

<b>Louisiana Healthcare Connections</b>	<a href="mailto:LHC_Provider_Credent@Centene.com">LHC_Provider_Credent@Centene.com</a>
<b><del>United Healthcare Community Plan</del></b>	<del><a href="#">Join Our Network   UHCprovider.com,</a></del> *If a provider does not have a CAQH number, submit to <del><a href="mailto:cred_applications@uhc.com">cred_applications@uhc.com</a></del>

Any providers needing additional assistance from LDH can contact [providerrelations@la.gov](mailto:providerrelations@la.gov).