



## **Acute Care Hospital Discharge Planning Changes**

UnitedHealthcare Community Plan of Louisiana (UHC) is sharing new requirements to the Louisiana Medicaid Managed Care Organization (MCO) contract.

If a member needs a behavioral health appointment following a hospital discharge, hospitals are now required to secure a behavioral health (BH) appointment within 10 days following their discharge from the hospital. To facilitate this process, UHC provides dedicated communication channels for hospitals and emergency departments seeking assistance in locating behavioral health providers.

Providers should use the contact information below to coordinate behavioral health appointments and ensure timely follow-up care for members.

- Phone: 877-840-5580
- Email: [la\\_spc\\_rep\\_asst@uhc.com](mailto:la_spc_rep_asst@uhc.com)

Hospitals must comply with revised discharge planning protocols. This includes utilizing UHC's dedicated phone number and email address for appointment coordination and following updated procedures to support effective transitions from inpatient to outpatient behavioral health care.

For additional information please visit Managed Care Contract Amendments at <https://ldh.la.gov/medicaid/managed-care-contracts-public-comments>.

For questions or concerns regarding any bulletin, contact UnitedHealthcare Community Plan at 1-866-675-1607.