



Finding a Specialist

LDH recognizes the importance of adequate access to healthcare providers and continues to place provider access monitoring and maintenance as one of its highest priorities. All Managed Care Organizations (MCO) are responsible for ensuring the availability of specialists are within the appropriate ratio, distance and appointment time requirements.

To assist providers in finding a specialist for their patients, each MCO has developed a “Finding a Specialist” dedicated email account. Providers are expected to make a reasonable attempt to locate the appropriate specialist, but the MCOs’ email accounts are staffed by knowledgeable provider network staff to assist providers when a specialist may not be easily located. Except for emergency cases, the normal turnaround will be within three business days.

<u>MCO</u>	<u>Email Account</u>
UHC	la_spc_rep_asst@uhc.com

LDH has published Informational Bulletin 21-9 for your reference [IB21-9 revised 06.15.23.pdf \(la.gov\)](#). Questions or concerns regarding this bulletin can be addressed by contacting United Healthcare Community Plan at 1-866-675-1607.