



## **Managed Care Organization Provider Directory Project**

Network adequacy requirements are an integral part of UnitedHealthcare Community Plan's (UHCCP) contract with the Louisiana Department of Health (LDH), and network adequacy is a fluid process that requires continuous oversight. LDH must ensure that Medicaid enrollees do not face challenges receiving healthcare services due to inadequate networks or incorrect directory information.

LDH has asked UHCCP to start a project that will span six months, ending September 30, 2024, to thoroughly review and make corrections to network reporting to eliminate inaccurate or outdated information.

LDH requests that providers respond timely and completely when contacted to verify provider data, such as servicing location, contact information, specialty, terminated providers, etc. Providers are also expected to confirm if they actively accepting Medicaid enrollees based on claims analysis.

Thank you in advance for assisting with this important project that will improve the enrollee experience by facilitating access to healthcare.

LDH has published Informational Bulletin 24-12 for your reference [IB24-12.pdf \(la.gov\)](#)

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