

**AetnaBetterHealth.com/Louisiana**

2400 Veterans Memorial Blvd., Suite 200, Kenner, LA 70062

**Members**

Member Services & Filing Grievance 24/7  
Behavioral Health Crisis Line 24/7  
Nurse Line 24/7 1-855-242-0802  
Fraud & Abuse Hotline 1-855-725-0288  
Non-Emergency Medical Transportation

1-855-242-0802, TTY 711  
1-833-491-1094  
Pharmacy 1-800-424-1664  
Report Medicaid Fraud 1-800-488-2917  
1-877-917-4150

**Emergency care:** If you are having an emergency, call 911 or go to the closest hospital.  
You don't need preapproval for emergency transportation or emergency care in the hospital.

**Send medical/behavioral health claims to:**  
Aetna Better Health of Louisiana  
PO Box 982962  
El Paso, TX 79998-2962

**Provider Services and Prior Authorizations**  
1-855-242-0802  
1-800-424-1664 (Pharmacy Services)

**Send pharmacy paper claims to:**  
Magellan Rx Claims  
11013 W Broad St, Ste 500  
Glen Allen, VA 23060

**Medical Electronic Claims**  
Payer ID 126LA