

BEHAVIORAL HEALTH

Louisiana Blue Bringing All Behavioral Health Services In-house for 2026

Beginning Jan. 1, 2026, Louisiana Blue will manage all authorization and case management processes for behavioral health services. This includes behavioral health services for Louisiana Blue and Blue Advantage members.

What's Changing:

- Louisiana Blue will manage all behavioral health authorizations and care management.
- Appeals for medical necessity denials will go directly to Louisiana Blue.

What's Not Changing:

- Your patients' benefits and coverage.
- The behavioral health services we offer to members.

Lucet will no longer manage these services. Providers should submit authorization requests via iLinkBlue: (www.lablue.com/ilinkblue) under the "authorizations" menu option.

Appeals for medical necessity will now be sent directly to Louisiana Blue or Blue Advantage at our Medical Appeals boxes:

Louisiana Blue Medical Appeals
P.O. Box 98022
Baton Rouge, LA 70898-9022
OR fax to (225) 298-1837

Louisiana Blue Medicare Advantage Appeals
P.O. Box 98004
Baton Rouge, LA 70898-9004
OR fax to 1-877-553-6153

You may also use iLinkBlue's document upload feature, which is located under the "claims" menu option. For details on our appeals process, see our Professional Provider Office Manual, available at www.lablue.com/providers, click "Resources," then "Manuals."