

Provider Enrollment Update and Requirements

New claims adjudication logic will be enacted on July 1, 2023. While the Provider Enrollment Portal at www.lamedicaid.com will remain open, any providers who have not completed enrollment by June 30, 2023, will be deactivated. Deactivated primary care providers will have their patients assigned to another primary care physician.

The Provider Enrollment Portal at www.lamedicaid.com remains open for providers required to enroll who have not yet applied. Providers with multiple provider types must complete enrollment for each type.

Providers who submit provider enrollment applications should allow several weeks for application processing.

Who is required to Enroll?

1. Providers who file claims with Louisiana Medicaid (providers enrolled in Fee for Service (FFS) Medicaid and providers enrolled with an MCO, DBPM, or Magellan before March 31, 2022.)
2. Ordering, Prescribing, or Referring Providers (OPR)
 - OPR providers do not bill Medicaid for services rendered but may order, prescribe or refer services/supplies for Medicaid beneficiaries.

Guidance for OPR Providers

For Medicaid to reimburse for services or medical supplies resulting from a practitioner's order, prescription, or referral, the OPR provider must be enrolled in Medicaid.

Furthermore, if items or services are ordered, prescribed, or referred by a resident or intern, the claim must identify the intern or resident's National Provider Identifier (NPI) as the ordering or referring practitioner. Interns and residents are allowed to enroll in the Medicaid program as an OPR provider only.

If you are an OPR provider, physicians, other practitioners and facilities who render services to Medicaid beneficiaries based on your order, prescription, or referral, will not be paid for such items or services, beginning July 1, 2023, unless you enroll in Medicaid and your NPI is included on the claim submitted to Medicaid by the rendering provider (42 CFR 455.440).

Please note that this extends to pharmacy Point of Sale (POS) systems as well. The POS system will deny any claims submitted, beginning July 1, 2023, for a Medicaid beneficiary with a prescriber, pharmacy provider, or vaccinating pharmacist who is not enrolled as a Medicaid provider.

Critical Deadlines – Claims Adjudication

Claims processing guidelines depend on when a provider enrolls. If enrollment is not complete, claims and payments will be impacted. The following scenarios outline those impacts.

Table of Contents

Provider Enrollment Update and Requirements	1
Quality Improvement Opportunities	3
Hurricane Season	3
Tips for Healthcare Professionals	4
Health Observance Calendar July 2023	10
FDA Drug Safety Communication	11
Heat Related Illness	14
Tips for People Who Take Medication	15
AQI	21
Monthly Income Limits	22
PPCL Merges with LAMHPP	23
Major Cyber Attack	23
Scam Alert	24
MCO Report Card	25
Remittance Advice Corner	27
Medicaid Public Notice and Comment Procedure	28
Updates and Authorities	28
Manual Chapter Revision Log	29
Provider FAQs	29
For Information or Assistance	30

Scenario 1: Claims for dates of service on or before December 31, 2022, will be adjudicated for providers who have and have not completed enrollment.

Scenario 2: Claims for dates of service on or after January 1, 2023, will be adjudicated for providers who have completed enrollment.

Scenario 3: Providers who have not completed enrollment on or before December 31, 2022, will have their claims denied for dates of service on or after January 1, 2023.

Providers still wishing to complete enrollment must submit an enrollment application by June 1, 2023, to complete the enrollment process by June 30, 2023.

Once the enrollment is completed, the provider may resubmit previously denied claims for dates of service from January 1, 2023, to June 30, 2023, for payment. Providers will not receive payment until their provider enrollment is complete.

Scenario 4: If an OPR provider is included on a claim or writes a prescription and has not completed enrollment:

1. The medical/professional claim will deny beginning July 1, 2023, if any one of the following is not enrolled:
 - a. Ordering provider
 - b. Prescribing provider
 - c. Referring provider
2. The prescription will deny beginning July 1, 2023, if any one of the following is not enrolled:
 - a. Prescribing provider
 - b. Vaccinating pharmacist, or
 - c. Pharmacy provider

Scenario 5: For providers with multiple provider types, claims for dates of service on or after January 1, 2023, will be adjudicated for providers who have completed enrollment of at least one provider type. Claims will deny beginning July 1, 2023, for any of the provider types not enrolled.

Enrollment Status

Providers that are unsure of their enrollment status may use the Provider Portal Enrollment Lookup Tool at <https://www.lamedicaid.com/portalenrollmentstatus/search>. Results will show the provider's status as either enrollment complete, action required, application not submitted, or currently in process by Gainwell Technologies. Providers that are not shown in the results are not required to enroll at this time. Invitation letters for those providers will be sent at a later date. The Lookup Tool is updated daily.

Provider Resources

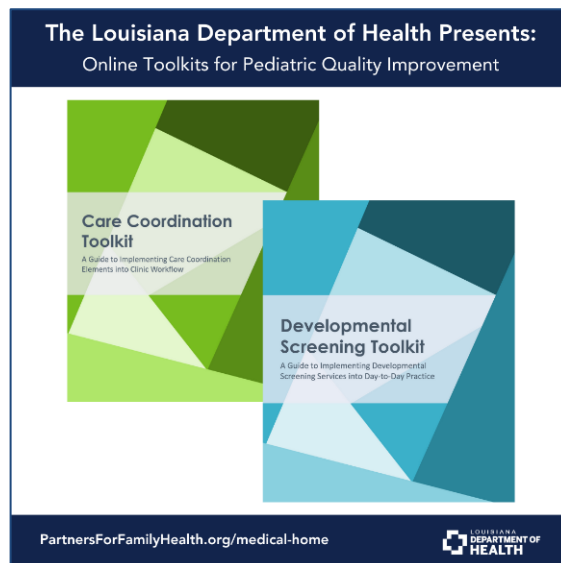
For additional information, including frequently asked questions and recordings of provider presentations, visit www.ldh.la.gov/medicaidproviderenrollment.

Find all updates and requirements about provider enrollment in [Informational Bulletin 22-38](#). [Informational Bulletin 22-4](#) contains information relevant to provider enrollment before the September 30, 2022 deadline.

Providers needing assistance with application and enrollment should contact Gainwell Technologies by emailing louisianaprovenroll@gainwelltechnologies.com or contacting 1-833-641-2140 for a status update on enrollment and any next steps needed to complete the process.

As a part of the Affordable Care Act and later refined in the 21st Century Cures Act, federal laws enforced by CMS require that states screen and enroll providers. The Louisiana Medicaid Provider Enrollment Portal will bring Louisiana Medicaid into compliance with CMS revalidation and managed care screening requirements and federal law. The portal will be prepopulated with information that the state, MCOs, DBPMs, and Magellan already have on file so that the provider can more easily apply through the portal. This streamlined process eliminates the need to complete and mail a paper application. Also, providers will have the ability to track their applications through the portal.

Quality Improvement Opportunities: Developmental Screening and Care Coordination Toolkits



The Bureau of Family Health (BFH) has two toolkits available to help pediatric providers implement and improve developmental screening and care coordination services in their practices.

The [Developmental Screening Toolkit](#) covers screening for developmental milestones, autism, social emotional health, barriers to health, and perinatal depression. The newly launched [Care Coordination Toolkit](#) supports practices with improving or expanding care coordination services, maximizing clinic capacity, and creating effective referral pathways. Both toolkits follow a step-by-step framework that will walk you through assessing, planning, and implementing services at your own pace. They include checklists and worksheets to help brainstorm, plan, and test the steps needed to achieve your goals. Utilization of these toolkits can also count towards [American Board of Pediatrics Maintenance of Certification 4 \(MOC-4\) Credits](#).

BFH has experts available to help practices work through these toolkits or provide customized training and support at no cost. Use [this form](#) to request assistance from the team and learn more about the services we offer.

To learn more about these toolkits and other pediatric medical home resources visit PartnersForFamilyHealth.org/Medical-Home or email DevScreen@la.gov.

Hurricane Season: Developing a Winning Game Plan Hurricane Season: June 1 – November 30

You can't stop a tropical storm or hurricane, but it is not too late for you to take steps to prepare. Being prepared and having a plan to protect your family and home is imperative during hurricane season. [Get a Game Plan](#) is a comprehensive resource provided by the [Governor's Office of Homeland Security and Emergency Preparedness](#) to inform the public – particularly people in storm-prone coastal areas throughout Louisiana – about how they can prepare for hurricane season and help protect their communities, the environment and first responders by mitigating hazardous waste and securing potential harmful debris before storms strike.

To help individuals and families prepare for hurricane season, there are also resources available on the Federal Emergency Management Agency's (FEMA) websites in English at www.Ready.gov and in Spanish at www.Listo.gov.

Tips For Healthcare Professionals: Coping with Stress and Compassion Fatigue



Tips for Healthcare Professionals: COPING WITH STRESS AND COMPASSION FATIGUE

As a healthcare professional, you may face stress on the job under usual conditions due to long shifts, competing responsibilities, and witnessing or hearing about difficult patient experiences. As a responder on the front lines of the coronavirus disease 2019 (COVID-19) pandemic, you are likely working longer hours, seeing loved ones less, and working in a more stressful environment. At the same time, you may be coping with the mental health effects that all types of disasters, including public health emergencies, often have. As such, you may be noticing signs of stress and distress in yourself and your coworkers.

This tip sheet explores stress and compassion fatigue, as well as signs of distress after a disaster. It identifies ways to cope and enhance resilience, along with resources for more information and support.

Stress and Compassion Fatigue

Stress encompasses the ways that your body and brain respond to something you perceive as a demand in your environment. As a healthcare professional, your career requires you to respond to multiple demands at once, and you are likely already experienced in stress management.



SAMHSA's mission is to reduce the impact of substance abuse and mental illness on America's communities.

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Issues can arise, however, when you run short of time to recover between stressors, when you feel as though you cannot respond effectively to the many demands you face, or when you are part of a disaster-affected community and you are also having reactions to that experience.

Compassion fatigue includes two elements: burnout and secondary traumatic stress. Burnout is physical and mental exhaustion leading to reduced ability to cope with your environment. Burnout involves fatigue, frustration, a sense of helplessness, and reduced pleasure in work or other responsibilities. Secondary traumatic stress is the stress you may experience due to empathy with others you see going through trauma, including physical trauma such as serious injury, illness, or death. People also may experience secondary traumatic stress through empathy with others who talk with them about their traumas.



Signs and Symptoms of Disaster-related Distress

People affected by disasters such as the COVID-19 pandemic often experience physical changes, as well as changes in thinking, emotions, and behavior. In addition to signs and symptoms of compassion fatigue, you may notice the following signs and symptoms of disaster distress in yourself and those around you.

Physical

- Stomachaches or diarrhea
- Changes in appetite and eating habits
- Headaches or other pains without a clear physical cause
- Jumpiness or exaggerated startle response
- Trouble falling asleep, staying asleep, sleeping too much, or trouble relaxing

Cognitive

- Difficulty remembering things
- Difficulty thinking clearly or concentrating
- Confusion
- Increased worry
- Trouble making decisions

Emotional

- Anxiety and fear
- Overwhelming sadness
- Anger
- Guilt
- Numbness and inability to feel joy or sadness

Behavioral

- Increase or decrease in activity levels and reduced stamina
- Frequent crying
- Use of alcohol or other drugs in an attempt to reduce distressing feelings or to forget
- Angry outbursts
- Desire to be alone most of the time and deliberate self-isolation
- Risk-taking behaviors



Signs and Symptoms of Compassion Fatigue

In the current highly stressful environment, you may notice the following signs and symptoms in yourself or your coworkers:

- Increased startle response to activity around you, a feeling of being “on edge”
- Difficulty making decisions
- Exhaustion
- Difficulty sleeping
- Impaired ability to care for patients and/or clients
- Intrusive thoughts about patients and/or clients
- Reduced enjoyment or satisfaction with work
- Sense of lack of control or agency in your job
- Feelings of disconnection from colleagues and work teams
- Feelings of being overwhelmed by the amount of work to be done
- Anger and irritability
- Reduced ability to feel sympathy or empathy
- Avoidance of reminders of upsetting experiences with patients
- Increased use of alcohol or other drugs



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Addressing and Preventing Compassion Fatigue

As a healthcare professional, you probably already understand the importance of self-care to maintain your ability to work effectively. You need to take care of yourself first, and allow others to care for you, to be able to do your best work in caring for others. This section suggests strategies for self-care, stress management, and relaxation. Based on what has worked for you in the past, you may want to come up with a set of strategies and schedule them on a regular basis as part of a stress management and self-care plan. Such a plan can be adjusted if you find it is not realistic or helpful. Give yourself credit for all you manage to do in the current, challenging environment.

Self-care and Stress Management

Do your best to attend to your physical health and consider the following:

- **Try to be physically active, ideally several times each week, taking part in activities you enjoy.** Try walking or running, if there are places where you can maintain a safe distance between yourself and others. (If not, try exercising early or late in the day, or choosing less sought-after routes, if you can do so safely.) You can also do push-ups or sit-ups at home, dancing, or anything else you enjoy. Many workouts are available online or on television—and many do not require payment or equipment.
- **Strive to sleep and eat well.** If possible, get enough sleep or at least rest. Aim for 7 to 9 hours a night. Do your best to eat healthy food. Drink enough fluids to stay hydrated.
- **Try to avoid increasing use of alcohol and other drugs.** Although substances may help feelings seem more manageable in the short term, they can also lead to dependence and keep you from addressing issues over which you have control.

Also key to health and resilience is maintenance of your support networks. Try to remember to do the following:

- **Stay in contact with loved ones, including family and friends.** Although social distancing orders mean that many of us cannot be together in person, several online meeting platforms allow you to talk remotely with loved ones. Phone calls are helpful as well. You can also send letters and postcards to family members and friends.
- **Turn to colleagues for contact and support at work.** Even brief interactions are important. Take opportunities to recognize colleagues who have done impressive work in patient care or team support during the outbreak—informal recognition in conversation or by email can have a positive effect too. Remember that you are part of a team; you do not have to do it alone.

Following are ideas for activities that may help you reduce stress and relax, process your experience, and reconnect to your values and priorities:

- **Visualization.** Imagine that you are in a place that is peaceful and calming to you—a place you have been, or one where you would like to be. You may want to write a description of this place, record yourself reading what you have written, and then listen to the recording as a way to relax. Also, many visualization



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Progressive Muscle Relaxation—Instructions:

1. Get into a comfortable position.
2. Choose a muscle group (e.g., muscles in your feet or lower legs).
3. Breathe in and tighten the muscles in the group for 5 to 10 seconds.
4. Breathe out and release the muscles suddenly. Relax for at least 10 seconds.
5. Repeat the process with another muscle group. It often helps to progress from head to toe or vice versa.

and guided imagery scripts and videos for relaxation are available online, as are apps and podcasts.

- **Progressive muscle relaxation.** One sign of stress is tense muscles, which is why stress can lead to headaches, backaches, and exhaustion. Progressive muscle relaxation is a systematic way to relax your muscles. Please refer to the instructions in the callout box for steps to follow.
- **Mindful movement such as yoga or tai chi.** In addition to offering the health benefits of other exercise, yoga and tai chi may help with stress management. Along with the many centers offering classes online, videos are available online to use as guidance.
- **Meditation.** Meditation has many benefits, including reduced anxiety, depression, and blood pressure, as well as insomnia relief. A session can be as short as a few minutes. You can access classes that many centers and institutes are offering online, sometimes free of charge. A host of mobile apps can be used to start or strengthen a meditation habit.



The 4–7–8 Breathing Technique for Relaxation

1. Sit quietly, relax, and close your eyes. Place the tip of your tongue against the ridge on the roof of your mouth just behind your top front teeth. Your tongue should remain in this position throughout the exercise.
2. Exhale completely through your mouth, making a whooshing sound. It may help to purse your lips.
3. Close your mouth, and inhale quietly through your nose for a count of four.
4. Now hold your breath for a count of seven.
5. Exhale completely through your mouth, making a whooshing sound, to a count of eight.
6. Repeat steps 2–5 three times, for a total of four breaths.

In this technique, exhalation should take twice as long as inhalation. This ratio is the important part; the exact amount of time you spend on each phase is not important.

SAMHSA offers a video about stress management for disaster responders that features a demonstration of this breathing exercise: <https://www.youtube.com/watch?v=lqpCCnmwNVY&feature=youtu.be>.

- **Breathing exercises.** When experiencing stress and strong emotions, people often constrain their breathing, and breathing exercises can be an effective way to relax. You can try deep breathing, or breathing into and out of your abdominal area instead of from your chest. Imagine your breath going into and out of your belly as you breathe. Another option is the 4–7–8 technique. Please see the callout box for instructions.
- **Humor.** Humor and laughter can help relieve stress and, if shared, build bonds between people. Seek out sources of humor that have made you laugh in the past, such as specific cartoonists and authors, satirical publications and news shows, stand-up comedians, and television and movie comedies.
- **Journal writing or drawing.** Write or draw in a journal if you find it helpful. This can be on paper, on a computer, or in an app. It can be as minimal as writing down one or two things you are grateful for a few times each week, or things you are pleased that you have accomplished.
- **Spiritual and religious practices.** Some congregations and spiritual organizations are now offering online, live-streamed services and observances. Some are archiving services online. Participation in a religious or spiritual group can be helpful for meaning-making, reflection, and connection with a community.

Tips for Managers

If you manage other employees and have adequate staff, one step you can take to reduce staff stress is to schedule employees so that they have time to rest and recover between shifts. If possible, it can also be helpful to schedule staff so that they move into shifts in positions involving less stress after completing shifts in high-stress positions, so that they have time to recover between shifts of more intense work.

In addition, recognizing staff members for the work they do may help prevent compassion fatigue. You also can offer managerial support to

TIPS FOR HEALTHCARE PROFESSIONALS: COPING WITH STRESS AND COMPASSION FATIGUE



employees and, as much as possible, structure the work environment to encourage and allow time for case discussions.

When To Seek Professional Support

If you or someone you care about is overwhelmed by stress and reactions to the pandemic, you may want to reach out for professional mental health and/or substance use services and treatment. Acknowledging the need for help is a sign of strength. Even just a few visits can be helpful.

One place to seek support is with your employer—most have an employee assistance program, which offers short-term counseling and referrals. Many psychiatrists, psychologists, and counselors are now offering services by phone or through videoconferencing services. Some offer weekend and evening hours to accommodate work schedules. You can also check out the Helpful Resources section for free, confidential help with crises and referrals.



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Helpful Resources

Substance Abuse and Mental Health Services Administration (SAMHSA)
 5600 Fishers Lane
 Rockville, MD 20857
 Toll-free: 1-877-SAMHSA-7 (1-877-726-4727)
 TTY: 1-800-487-4889
 Email: samhsainfo@samhsa.hhs.gov
 SAMHSA Store: <https://store.samhsa.gov>

SAMHSA Disaster Technical Assistance Center
 Toll-free: 1-800-308-3515
 Email: dtac@samhsa.hhs.gov
 Website: <https://www.samhsa.gov/dtac>

SAMHSA Disaster Mobile App
 Website: <https://store.samhsa.gov/product/samhsa-disaster>

Helplines

SAMHSA Disaster Distress Helpline
 Toll-free (English and español): 1-800-985-5990
 TTY: 1-800-848-8517
 SMS (English): text "TalkWithUs" to 68748
 SMS (español): text "Hablamos" to 68748
 Website: <https://www.samhsa.gov/find-help/disaster-distress-helpline>
 Website (español): <https://www.samhsa.gov/find-help/disaster-distress-helpline/espanol>

National Suicide Prevention Lifeline
 Toll-free (English): 1-800-273-TALK (1-800-273-8255)
 Toll-free (español): 1-888-628-9454
 TTY: 1-800-799-4TTY (1-800-799-4889)
 Website (English): <https://suicidepreventionlifeline.org>
 Website (español): <https://suicidepreventionlifeline.org/help-yourself/en-espanol>

Treatment Locator

SAMHSA's National Helpline
 Toll-free: 1-800-862-HELP (1-800-662-4357) (24/7/365)
 Treatment Referral Information Service in English and español
 TTY: 1-800-487-4889
 Website: <https://www.samhsa.gov/find-help/national-helpline>

**Note: The views, opinions, and content expressed in this publication do not necessarily reflect the views, opinions, or policies of the Center for Mental Health Services (CMHS), the Substance Abuse and Mental Health Services Administration (SAMHSA), or the U.S. Department of Health and Human Services (HHS).*

SAMHSA

Substance Abuse and Mental Health Services Administration

PEP20-01-01-016

Health Observance Calendar - July 2023

Cord Blood Awareness Month

Juvenile Arthritis Awareness Month

International Group B Strep Awareness Month

National Childhood Obesity Week
July 3-9

National Cleft and Craniofacial Awareness and Prevention

National Minority Mental Health Month

Sarcoma Awareness and Bone Cancer Month

UV Safety Month

Heat Awareness Month

World Hepatitis Day
July 28

National Therapeutic Recreation Week
July 9-15

STATE OFFICE CLOSURE FOR INDEPENDENCE DAY
July 3-4

Cited: 2023 Health Observances Calendar | Healthgrades Partner Solutions

FDA Drug Safety Communication: FDA Updating Warnings to Improve Safe Use of Prescription Stimulants Used to Treat ADHD and Other Conditions □

Compiled by
Office of Outcomes Research and Evaluation
College of Pharmacy
The University of Louisiana Monroe

On May 11, 2023, to address continuing concerns of misuse, abuse, addiction, and overdose of prescription stimulants, the U.S. Food and Drug Administration (FDA) issued a drug safety communication requiring updates to the *Boxed Warning*, the FDA's most prominent warning, and other information to ensure the prescribing information is made consistent across the entire class of stimulant medicines.

- The current prescribing information for some prescription stimulants does not provide up-to-date warnings about the harms of misuse and abuse, and particularly that most individuals who misuse prescription stimulants get their drugs from other family members or peers.
- Further, individuals who are prescribed stimulants are often faced with requests to share their medication.
- Sharing these medicines with others can lead to development of substance use disorder and addiction in those with whom these drugs are shared.

The FDA is adding information that patients should never share their prescription stimulants with anyone, and the *Boxed Warning* information will describe the risks of misuse, abuse, addiction, and overdose consistently across all medicines in the class. The *Boxed Warning* also will advise health care professionals to monitor patients closely for signs and symptoms of misuse, abuse, and addiction.

Information on these risks is being required in several sections of the prescribing information, including the *Warnings and Precautions*, *Drug Abuse and Dependence*, *Overdosage*, and *Patient Counseling* sections. The FDA is also requiring updates to the existing patient Medication Guides to help educate patients and caregivers about these risks. (More information can be found here - [Key Prescription Stimulant Label Updates.](#))

Prescription stimulants can be an important treatment option for disorders for which they are indicated. However, even when prescribed to treat an indicated disorder, their use can lead to misuse or abuse. Misuse and abuse, also called nonmedical use, can include taking your own medicine differently than prescribed or using someone else's medicine. For this reason, sharing prescription stimulants with those for whom they are not prescribed is an important concern and a major contributor to nonmedical use and addiction. Misuse and abuse of prescription stimulants can result in overdose and death, and this risk is increased with higher doses or unapproved methods of taking the medicine such as snorting or injecting.

What did the FDA Find?

The FDA reviewed the medical literature published from January 2006 to May 2020 on misuse and abuse, also called nonmedical use, of prescription stimulants and associated adverse events.

Overall, the most common source of prescription stimulants for nonmedical use in the general population came from friends or family members, with estimates generally ranging from 56 percent to 80 percent, usually provided for free.

Nonmedical use from their own prescription accounted for approximately 10 percent to 20 percent of people who report having used stimulants nonmedically in the past year. Less commonly reported sources included drug dealers or strangers accounting for 4 percent to 7 percent of people who report having used stimulants nonmedically in the past year, and the internet accounting for 1 percent to 2 percent.

The FDA review found that nonmedical use has remained relatively stable over the past two decades, despite the increasing number of prescription stimulants dispensed. However, the past-year prevalence of nonmedical use of these medicines varies across specific subpopulations and is highest in the following groups: young adults ages 18 to 25 (estimates ranged from 4.1 percent to 7.5 percent), college students (4.3 percent), and adolescents and young adults diagnosed with ADHD (estimates ranged from 14 percent to 32 percent).

According to the available data, people who use prescription stimulants for nonmedical reasons have a higher risk of developing a substance use disorder than those who do not. The most serious harms were more commonly observed with nonmedical use by a non-oral route such as snorting or injecting.

What Should Healthcare Professionals Do?

Assess patient risk of misuse, abuse, and addiction before prescribing stimulant medicines. Counsel patients not to share their prescribed stimulant with anyone else. Educate patients and their families on these serious risks, proper storage of the medicine, and proper disposal of any unused medicine. Throughout treatment, regularly assess and monitor them for signs and symptoms of nonmedical use, addiction, and potential diversion, which may be evidenced by more frequent renewal requests than warranted by the prescribed dosage.

Screening Tools for Substance Use Prevention

The *National Institute on Drug Abuse (NIDA): Screening and Assessment Tools Chart* provides a comprehensive guide and links to evidence-based screening and assessment tools that providers can use with patients ranging from adolescence to adulthood. It is organized by substance type, patient age, and administration method to help providers find the right tool for their practice. For more information, visit [NIDA Screening Tools and Prevention \(nih.gov\)](https://www.nida.nih.gov/Screening-Tools-and-Prevention).

Additional Information for Health Care Professionals

- Counsel patients not to give any of their medicine to anyone else and monitor for signs and symptoms of diversion such as requesting refills more frequently than needed. As many as half of youth with valid prescriptions for these medicines are approached by peers and other individuals in the person's peer group to sell or give away their medicine.
- Throughout treatment with prescription stimulants, regularly assess and monitor for signs and symptoms of nonmedical use and addiction.
- Keep careful records of prescribing information, including quantity, frequency, and renewal requests, as required by state and federal laws.
- Educate patients and caregivers on the importance of [proper storage](#) and [disposal](#) of prescription stimulants.
- Advise patients and caregivers that taking a prescription stimulant other than how it is prescribed, or together with alcohol or other controlled substances, could increase the risk of overdose and death.

- Inform patients and caregivers how to recognize the signs and symptoms of an overdose.
- Counsel patients that nonmedical use of prescription stimulants can cause anxiety, nervousness, loss of appetite, and sleep deprivation—all of which can interfere with studying and performance on exams.
- Encourage patients to read the [Medication Guide](#) they receive with their filled prescription(s). This important information will be included, as well as additional information about the medicine.

What Should Health Care Providers Tell Their Patients About Stimulants?

- Always take your prescription stimulant exactly as prescribed by your health care professional. Do not take more of the medicine or take it more often than prescribed.
- Never provide any of your prescription stimulant medicine to anyone else as it can have serious risks for those for whom it was not prescribed.
- Store your prescription stimulant medicines securely, out of sight and reach of children and in a location not accessible by others, including visitors to the home.
- Immediately dispose of unused or expired prescription stimulants properly or take them to a drug take-back site, location, or program.
- Talk to your health care professional if your use of prescription stimulants has resulted in problems with your health, relationships, responsibilities, or the law, or if you are struggling with misusing these or other medicines.
- Go to an emergency room or call 911 if you experience symptoms of stimulant overdose, including new tremors or change in existing tremors, seizures, restless or aggressive behavior, overactive reflexes, fast breathing, fast or irregular pulse rate, confusion, stomach cramps, or more serious symptoms such as heart attack or stroke.
- Talk to your health care professional if you have questions or concerns about risks of taking prescription stimulants.

Resources for Disposal of Unused or Expired Medicine

[Disposal of Unused Medicines: What You Should Know | FDA](#)

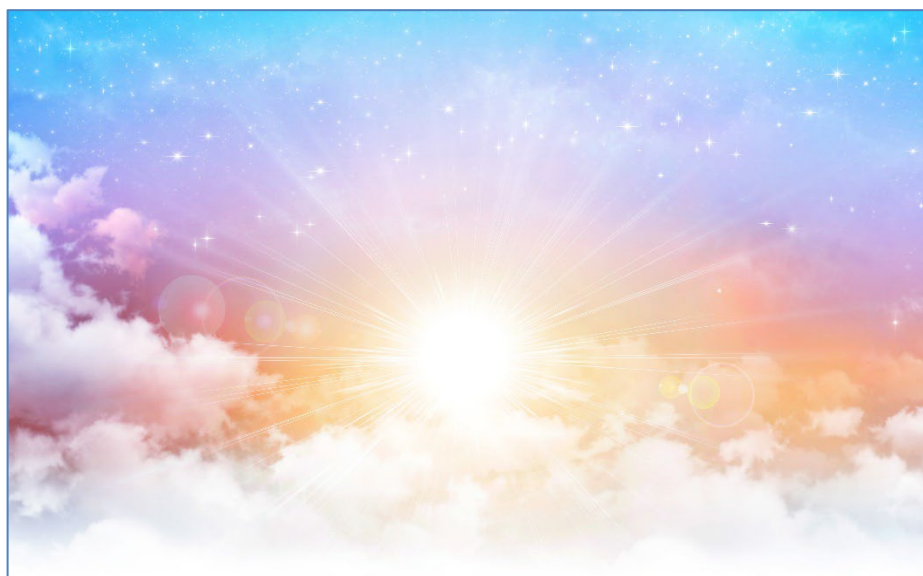
[Drug Disposal: Drug Take Back Locations | FDA](#)

[Drug Disposal: FDA's Flush List for Certain Medicines | FDA](#)

[National Prescription Drug Take Back Day \(usdoj.gov\)](#)

References


[FDA Drug Safety Communication Regarding Updates to Stimulant Prescribing Information Screening Tools and Prevention | National Institute on Drug Abuse \(NIDA\) \(nih.gov\)](#)



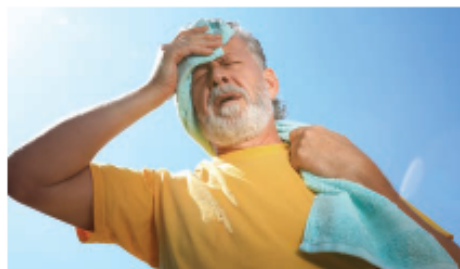
Heat Related Illness

HEAT-RELATED ILLNESSES

WHAT TO LOOK FOR	WHAT TO DO
HEAT STROKE	
<ul style="list-style-type: none"> • High body temperature (103°F or higher) • Hot, red, dry, or damp skin • Fast, strong pulse • Headache • Dizziness • Nausea • Confusion • Losing consciousness (passing out) 	<ul style="list-style-type: none"> • Call 911 right away-heat stroke is a medical emergency • Move the person to a cooler place • Help lower the person's temperature with cool cloths or a cool bath • Do not give the person anything to drink
HEAT EXHAUSTION	
<ul style="list-style-type: none"> • Heavy sweating • Cold, pale, and clammy skin • Fast, weak pulse • Nausea or vomiting • Muscle cramps • Tiredness or weakness • Dizziness • Headache • Fainting (passing out) 	<ul style="list-style-type: none"> • Move to a cool place • Loosen your clothes • Put cool, wet cloths on your body or take a cool bath • Sip water <p>Get medical help right away if:</p> <ul style="list-style-type: none"> • You are throwing up • Your symptoms get worse • Your symptoms last longer than 1 hour
HEAT CRAMPS	
<ul style="list-style-type: none"> • Heavy sweating during intense exercise • Muscle pain or spasms 	<ul style="list-style-type: none"> • Stop physical activity and move to a cool place • Drink water or a sports drink • Wait for cramps to go away before you do any more physical activity <p>Get medical help right away if:</p> <ul style="list-style-type: none"> • Cramps last longer than 1 hour • You're on a low-sodium diet • You have heart problems
SUNBURN	
<ul style="list-style-type: none"> • Painful, red, and warm skin • Blisters on the skin 	<ul style="list-style-type: none"> • Stay out of the sun until your sunburn heals • Put cool cloths on sunburned areas or take a cool bath • Put moisturizing lotion on sunburned areas • Do not break blisters
HEAT RASH	
<ul style="list-style-type: none"> • Red clusters of small blisters that look like pimples on the skin (usually on the neck, chest, groin, or in elbow creases) 	<ul style="list-style-type: none"> • Stay in a cool, dry place • Keep the rash dry • Use powder (like baby powder) to soothe the rash



Tips for People Who Take Medication: Coping with Hot Weather



SAMHSA
Substance Abuse and Mental Health
Services Administration

Tips for People Who Take Medication: COPING WITH HOT WEATHER

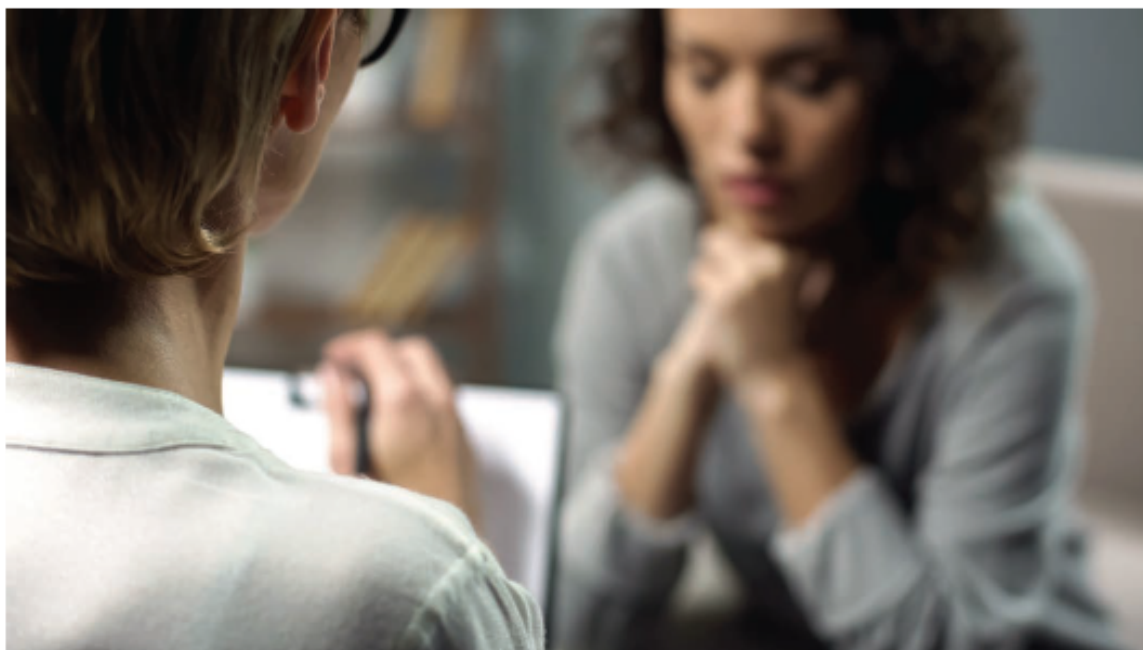
This tip sheet explores what climate change is and how it might affect you while taking certain medications (including mental health or psychotropic medications). It also identifies signs that you may be more at risk during hot weather, as well as steps you and your community can take to prevent negative consequences. The tip sheet offers ways to cope and increase resilience, along with resources for more information and support.

Climate Change and Mental Health

Climate change is a significant change in the Earth's climate for a long period of time.

The impacts of climate change, such as hotter weather, may have negative effects on physical and mental health. If you are taking certain medications, including medications people take as part of managing mental health issues and conditions (psychotropic medications), you are also more at risk than people not taking these medications.

People living with mental illness are also more likely to live in poverty or to have co-occurring substance use disorders, which can make it harder to cope or adapt to changes. Those with severe mental illness are more likely to use services, infrastructure, and medication supply chains that are often disrupted after disasters related to climate change.



Toll-free: 1-877-SAMHSA-7 (1-877-726-4727) | info@samhsa.hhs.gov | <https://store.samhsa.gov>

TIPS FOR PEOPLE WHO TAKE MEDICATION: COPING WITH HOT WEATHER

Some communities and populations are more vulnerable:

- Communities of color
- Racial and ethnic minorities
- People and households with incomes below the federal poverty level
- Children
- American Indians and Alaska Natives
- Older adults
- Women
- People experiencing homelessness
- Migrants and refugees
- People with functional and access needs
- Individuals with mental health diagnoses (e.g., those taking psychotropic medications)
- Outdoor workers



Medications, Heat, and Heat-related Distress

People taking certain psychotropic medications may experience more side effects than usual when temperatures increase. Psychotropic medications are drugs that affect how the brain works and cause changes in mood, awareness, thoughts, feelings, or behavior. These medications are used in mental health therapy and treatment and are taken by

both children and adults. Types of psychotropic medications include antidepressants, anti-anxiety medications, stimulants, antipsychotics, and mood stabilizers.

Some psychotropic medications can interfere with a person's ability to regulate heat and their awareness that their body temperature is rising, which is associated with injury and death. Following are signs and symptoms of heat-related distress to watch for, in yourself and loved ones who take psychotropic medication:

- High body temperature (103°F or higher)
- Hot, red, dry, or damp skin
- Heavy sweating
- Cold, pale, clammy skin
- Painful, red, or warm skin due to sunburn
- Skin with blisters as a result of sunburn
- Fast, strong, or weak pulse
- Headache
- Red clusters of small, pimple-like blisters on skin
- Tiredness or weakness
- Dizziness
- Nausea or vomiting
- Muscle cramps, pain, or spasms
- Confusion
- Losing consciousness/fainting (passing out)

Speak to your doctor about your medications to learn if you are at a higher risk for heat-related distress. Seek medical help right away (call 911) if you are throwing up, your symptoms are worsening, or if your symptoms last longer than 1 hour. Move to a cooler place, lower your body temperature with cool cloths or a cool bath, loosen your clothes, and sip water.

Tips for Building Resilience

Resilience is the ability of a person or a community to function in the face of adversity, to survive, and, perhaps, even to thrive.

Resilient people anticipate risks, take action to reduce their vulnerability to those risks, respond effectively when negative events occur, and recover more quickly.

Because a person's ability to build resilience is shaped by community policies and decisions, it's also important to build resilient communities.

Steps You Can Take

- **Create an emergency plan.** Knowing what to do during a medication emergency can save lives and reduce stress. It helps to create a medication emergency plan before an emergency happens and practice this plan so that it does not surprise you and your family if a medication emergency happens. Here are some steps you can take:
 - Talk to your family members about the medications you are taking and possible severe side effects you may experience.
 - Call 911 if there is an emergency.

- Teach your family and friends how to recognize signs that you are in distress from your medication and exposure to high temperatures.
- Teach your family and friends what to do to help you until emergency responders arrive.
- **Have an emergency kit.** During an emergency, you may need certain supplies. It is best to gather these before they are needed in one place so that you have enough time and presence of mind to get what you need and can easily access the supplies later. To get you started, here are some items to include:

- A first aid kit
- Water
- Spare clothes
- A blanket
- Medications—if you can, keep refills in your emergency kit, and write down the medications you take and the dosages
- Emergency contact numbers (911, your prescribing provider, local emergency room)

Make a checklist of everything you might need to grab quickly, and tape this to the outside of your emergency kit. Keep your emergency kit in an accessible place in your home.



TIPS FOR PEOPLE WHO TAKE MEDICATION: COPING WITH HOT WEATHER

- **Know your medical needs.** Be aware of your unique health history, what medications you are taking, how these medications may affect you (including side effects), and what support you might need during a medical emergency. You can find this information by:



- Talking with your doctor or other healthcare professional
- Being familiar with the medications you take
- Learning about possible medication side effects
- Understanding what might happen during a medical emergency and what steps you or your loved ones should take during or after an emergency
- **Maintain and develop meaningful social connections.** Social connection is key for overall health and for healthy habits to be sustainable. The communities and social groups we belong to have an important impact on individual behavior and health.
- **Take part in practices to boost resilience.** Resilience is a person's ability to adapt to difficult and challenging experiences that are significant sources of stress. People can increase their resilience by:
 - Practicing good self-care that includes regular exercise; time set aside for meditation, relaxation, or quiet; healthy eating; and a good sleep routine
 - Participating in religious or spiritual practices and communities

- Connecting with family, friends, and your community
- **Share concerns with your community.** Sharing your concerns with your community helps to raise awareness about issues that need to be addressed. You can share your concerns by:
 - Tapping into existing networks to spread the word
 - Starting a community meeting or event
 - Reaching out to community leaders
- **Work with your community to help reduce climate impact.** Supporting your community's efforts to reduce climate impact can help make real change happen on both an individual and community level. You can work with your community by:
 - Encouraging or starting community education about climate change and what people can do to limit its impacts
 - Supporting local climate change events
 - Helping spread the word about climate change and its effect on people taking certain medications in your community

Steps Your Community Can Take

- **Organize efforts that bring people together.** Community events can educate, inform, and build connections between individuals within a community.
- **Start a community resilience project.** Communities and the challenges they face are increasingly complex. Climate change can bring disaster-related risks, such as unusual medication side effects in response to high temperatures, to greater numbers of people. Community resilience focuses on the health and well-being of communities to reduce the negative impacts of climate change on people who use medications.
- **Hold community education events.** The better educated a community is, the better equipped it is to tackle new problems and the healthier its members are.

TIPS FOR PEOPLE WHO TAKE MEDICATION: COPING WITH HOT WEATHER

- **Encourage inclusivity.** Encouraging a culture of diversity can lead to community benefits from varied experiences and perspectives on how to approach community challenges and succeed in overcoming them. It can also help ensure that potentially vulnerable populations are included in community planning, decision-making, and other processes.
- **Build personal resilience** by practicing good self-care, taking part in religious or spiritual communities and practices, and maintaining meaningful connections with family and friends.
- **Grow community resilience** by organizing community events that educate, connect, and bring people together while encouraging inclusivity.

What You Can Do

Climate change can be unpredictable, and for some people it is deeply distressing. It may be helpful to focus on what you and your friends and family can do to prepare and be ready for heat and other aspects of climate change. The following suggestions may help you manage your medications during higher temperatures caused by climate change:

- If you are taking certain medications and live in an area affected by rising temperatures or heat waves, you may want to reach out to a mental health professional.
- Understand how and why climate change may affect you when using certain medications, including medications used to treat mental health conditions (psychotropic medications).



- Understand how your medications work and that increased temperatures may affect how your medication makes you feel and can cause certain side effects.
- Do not underestimate the effect of rising temperatures caused by climate change on your body while taking certain medications.
- Connect with healthcare professionals who understand your health history, the medications you are taking, and the impact climate change can have while using certain medications.

Helpful Resources

Substance Abuse and Mental Health Services Administration (SAMHSA)

5600 Fishers Lane
Rockville, MD 20857
Toll-free: 1-877-SAMHSA-7 (1-877-726-4727)
TTY: 1-800-487-4889
Email: samhsainfo@samhsa.hhs.gov
SAMHSA Store: <https://store.samhsa.gov>

SAMHSA Disaster Technical Assistance Center

Toll-free: 1-800-308-3515
Email: dtac@samhsa.hhs.gov
Website: <https://www.samhsa.gov/dtac>

SAMHSA Disaster Mobile App

Website: <https://store.samhsa.gov/product/samhsa-disaster>

Helplines

SAMHSA Disaster Distress Helpline

Toll-free talk or text: 1-800-985-5990
Español: Llama o envía un mensaje de texto 1-800-985-5990 presiona "2".
American Sign Language (ASL): Click on the "ASL Now" button on the website or call 1-800-985-5990 from your videophone.
Website: <https://disasterdistress.samhsa.gov>

988 Suicide & Crisis Lifeline

Call or text: 988
Chat: 988lifeline.org
(Español) Línea de Prevención del Suicidio y Crisis: 988
For TTY users: Use your preferred relay service or dial 711 and then 988.
Website: <https://988lifeline.org>
Website (español): <https://988lifeline.org/help-yourself/en-espanol>

Treatment Locator

SAMHSA's National Helpline

Toll-free: 1-800-662-HELP (1-800-662-4357) (24/7/365 treatment referral information service in English and español)
TTY: 1-800-487-4889
Website: <https://www.samhsa.gov/find-help/national-helpline>

TIPS FOR PEOPLE WHO TAKE MEDICATION: COPING WITH HOT WEATHER

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Photos are for illustrative purposes only. Any person depicted in the photo is a model.



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**Note: The views, opinions, and content expressed in this publication do not necessarily reflect the views, opinions, or policies of the Center for Mental Health Services (CMHS), the Substance Abuse and Mental Health Services Administration (SAMHSA), or the U.S. Department of Health and Human Services (HHS).*



AQI: What you need to know

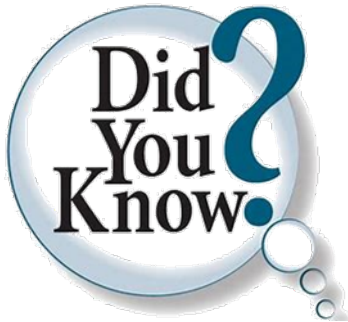
The AQI, or Air Quality Index, is a daily measurement of the safety of the air quality in your area. The Index is a range between 0-500. The higher the AQI value, the greater the level of air pollution and the greater the health concern. For example, an AQI value of 50 or below represents good air quality, while an AQI value over 300 represents hazardous air quality.

For each pollutant an AQI value of 100 generally corresponds to an ambient air concentration that equals the level of the short-term national ambient air quality standard for protection of public health. AQI values at or below 100 are generally thought of as satisfactory. When AQI values are above 100, air quality is unhealthy: at first for certain sensitive groups of people, then for everyone as AQI values get higher.

The AQI is divided into six categories.

Air Quality Index		
AQI Category and Color	Index Value	Description of Air Quality
Good Green	0 to 50	Air quality is satisfactory, and air pollution poses little or no risk.
Moderate Yellow	51 to 100	Air quality is acceptable. However, there may be a risk for some people, particularly those who are unusually sensitive to air pollution.
Unhealthy for Sensitive Groups Orange	101 to 150	Members of sensitive groups may experience health effects. The general public is less likely to be affected.
Unhealthy Red	151 to 200	Some members of the general public may experience health effects; members of sensitive groups may experience more serious health effects.
Very Unhealthy Purple	201 to 300	Health alert: The risk of health effects is increased for everyone.
Hazardous Maroon	301 and higher	Health warning of emergency conditions: everyone is more likely to be affected.

Did You Know: Monthly Income Limits



Monthly Income Limits for Medicaid Programs

Program	Family Size/Monthly Income Limits							
	1	2	3	4	5	6	7	8
Family Opportunity Act - for children with disabilities	\$3,645	\$4,930	\$6,215	\$7,500	\$8,785	\$10,070	\$10,478	\$11,658
LaCHIP - for children	\$2,637	\$3,567	\$4,496	\$5,425	\$6,355	\$7,284	\$8,214	\$9,143
LaCHIP Affordable Plan - for children	\$2,888	\$3,891	\$4,894	\$5,897	\$6,900	\$7,903	\$8,906	\$9,909
LaMOMS - for pregnant women		\$2,268	\$2,895	\$3,450	\$4,042	\$4,633	\$5,224	\$5,815
Medicaid Purchase Plan - for workers with disabilities	\$1,215	\$1,644						
Medicare Savings Program - for payment of Medicare premiums, copays & deductibles	\$1,215	\$1,644						
Medicare Savings Program - for payment of Part B premiums only	\$1,641	\$2,219						
TAKE CHARGE PLUS - Family Planning Services	\$1,677	\$2,268	\$2,859	\$3,450	\$4,042	\$4,277	\$4,820	\$5,363
Adult Group (Medicaid Expansion) - ages 19 through 64 without Medicare	\$1,677	\$2,268	\$2,859	\$3,450	\$4,042	\$4,633	\$5,224	\$5,815

2023 Program Limits by Family Size

Effective 3/1/2023

See also [Federal Poverty Income Guidelines Z-200 Chart](#)

Provider-to-Provider Consultation Line Merges with LAMHPP



The [Louisiana Provider-to-Provider Consultation Line \(PPCL\)](#) is a no-cost consultation and education program that assists healthcare providers in addressing the behavioral and mental health needs of their pediatric patients (ages 0-21) and perinatal patients. PPCL services aim to increase capacity in clinical settings for providers to screen, diagnose, treat, and refer as needed to mental health and supportive services through the following:

- Consultation on diagnoses, medications, and psychotherapy interventions for a wide range of behavioral health needs (e.g. mental health care guides, screening forms)
- Guidance on pediatric and perinatal behavioral health topics and issues through TeleECHO series, webinars, and in-person training events.
- Resources to connect with community partners and agencies (e.g. intensive in-home providers, support groups).

Register and learn more at ldh.la.gov/ppcl. Providers can contact PPCL by calling (833) 721- 2881 or request a consult [here](#).

Major Cyber Attack – Protect Your Identity

Louisiana's Office of Motor Vehicles (OMV) is one of a number of government entities, major businesses and organizations to be affected by the unprecedented MOVEit data breach.

MOVEit is an industry-leading third-party data transfer service used to send large files. It is widely used across the country and around the world, and reports are rapidly emerging of newly discovered exposures of sensitive data in this major international cyber-attack.

There is no indication at this time that cyber attackers who breached MOVEit have sold, used, shared or released the OMV data obtained from the MOVEit attack. The cyber attackers have not contacted state government. But all Louisianans should take immediate steps to safeguard their identity.

OMV believes that all Louisianans with a state-issued driver's license, ID, or car registration have likely had the following data exposed to the cyber attackers:

- Name
- Address
- Social Security Number
- Birthdate
- Height
- Eye Color
- Driver's License Number
- Vehicle Registration Information
- Handicap Placard Information

Click [here](#) for the recommended 5 steps to protect yourself.

Help Protect Members and Their Families from Medicaid Unwind Scams

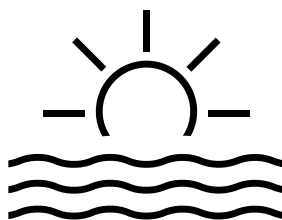


Medicaid renewals restarted in April and we will be reaching out to some members about their health coverage. We are working with community organizations and others to reach as many members as possible to update their contact information and complete renewals. Some ways that we are reaching out to members include:

1. By mail, email, text message and phone calls.
2. Door-to-door outreach to help members update contact information and complete renewal forms.
3. Hosting and attending events in your community to share Medicaid information and assist members.

Healthcare providers, including pharmacists, and Medicaid's health plans may also share Medicaid information or offer to assist members.

Ensure that members know that they should never share their bank or credit card information with anyone that claims to be from Louisiana Medicaid or the Louisiana Department of Health. Medicaid will never request personal information by phone, only through a form sent by mail. If members are uncomfortable sharing this information, they can call or email Louisiana Medicaid directly at 1-888-342-6207 or MyMedicaid@la.gov.



MCO Report Card (March 2023)

Issued 3/2023

HEALTH PLAN REPORT CARD



The ratings below compare the performance of Louisiana's Medicaid health plans. This report card shows the results of care in the areas of Consumer Satisfaction, Prevention and Treatment, and can aid you and your family when deciding on a health plan.

Performance Key	Lowest ★	Low ★★	Average ★★★	High ★★★★	Highest ★★★★★
	Aetna Better Health	AmeriHealth Caritas Louisiana	Healthy Blue	Louisiana Healthcare Connections	UnitedHealthcare Community Plan
Overall Rating	★★★★	★★★★	★★★★	★★★★	★★★★
CONSUMER SATISFACTION					
Overall Consumer Satisfaction	★★★★★	★★★★★	★★★★	★★★★★	★★★★★
Getting care: How easily and quickly did members get appointments, preventive care, tests, and treatments?	I	★★★★	★★★★★★	I	I
Satisfaction with plan physicians: How happy are members with their doctors and other healthcare providers?	★★★★★	★★★★★★	★★★★	★★★★	★★★★★★
Satisfaction with plan services: How happy are members with their plan's customer service and how benefits are handled?	★★★★	★★★★★	★★★★	★★★★★★	★★★★★★
PREVENTION					
Overall Prevention	★★★	★★★	★★★	★★★	★★★
Children/adolescent well-care: Do children and adolescents receive the care they need to stay healthy, such as vaccines, well-child visits, and dental visits?	★★	★★★	★★★	★★★	★★★
Women's health: Do women receive important screenings for health problems? Do women receive care before and after their babies are born?	★★★	★★★	★★★	★★	★★

continued on next page...

Cancer screening: Do members receive important cancer screenings?	★★★★	★★★★	★★★★	★★★★	★★★★
Other preventative services: Do members receive important preventative services?	★★★★	★★★★	★★★★	★★★★	★★★★
TREATMENT					
Overall Treatment	★★★★	★★★★	★★★★	★★★★	★★★★
Respiratory: Do people with respiratory issues get the services and treatments they need?	★★★★	★★★★	★★★★	★★★	★★★
Diabetes: Do people with diabetes get the services/ treatments they need?	★★★★	★★★★	★★★★	★★	★★★★
Heart disease: Do people with heart disease get the services/ treatments they need?	★★★★	★★★★	★★★★	★★★★	★★★★
Behavioral health – care coordination: Do people with behavioral health issues get the care coordination they need?	★★★★	★★★★	★★★★	★★★★	★★★★
Behavioral health – medication adherence: Do people with behavioral health issues stay on prescribed or recommended medications?	★★★★	★★★★	★★★★	★★★★	★★★★
Behavioral health – access, monitoring and safety: Do people with behavioral health issues get the services/ treatment/monitoring they need?	★★★★	★★★★	★★★★	★★★★	★★★★
Risk-adjusted utilization: Do members who have an unplanned acute readmission receive follow-up visits?	★★★★	★★★★	★★★★	★★★★	★
Overuse of opioids: How well people with prescribed opioids are monitored?	★★★★	★★★★	★★★★	★★★★	★★★★

continued on next page...

Other treatment measures: Do members receive the appropriate treatment?	★★	★★★★	★★	★★★★	★★★★
I = Insufficient data This report card is reflective of data collected between January 2022 and December 2022. During this evaluation period, Humana Healthy Horizons was not yet a participating health plan, and so has not been included in this report. The source of data contained herein is based on the categories and measures identified by National Committee for Quality Assurance (NCQA) and LDH as those included in both the prior year 2021 Louisiana Quality Rating System (QRS) Scorecard and the NCQA 2022 Measures List. NCQA reviewed and provided feedback to IPRO on the methodology used. Any analysis, interpretation or conclusion based on the data is solely that of IPRO and NCQA. These materials may not be modified by anyone other than IPRO and NCQA. Anyone desiring to use or reproduce the materials must obtain approval from LDH.					

To learn more about **Healthy Louisiana**, visit www.myplan.healthy.la.gov or call **1-855-229-6848**.

If you want to know more about a specific health plan, visit their web sites or give them a call:

AETNA BETTER HEALTH OF LOUISIANA 1-855-242-0802 www.aetnabetterhealth.com/Louisiana	HEALTHY BLUE 1-844-521-6941 www.myhealthyblue.la.com/la
AMERIHEALTH CARITAS LOUISIANA 1-888-756-0004 www.amerihealthcaritas.la.com	LOUISIANA HEALTHCARE CONNECTIONS 1-866-595-8133 louisianahealthconnect.com
UNITEDHEALTHCARE COMMUNITY PLAN LOUISIANA 1-844-812-5971 www.uhccommunityplan.com	



Remittance Advice Corner

Attention Durable Medical Equipment (DME) Providers

Medicaid has made updates to the Custom Wheelchair Evaluation Form that was mandatory for Fee-For-Service (FFS) custom wheelchair requests effective May 1, 2023. The additional changes were made to streamline the prior authorization process and make the form more user friendly. The new revision date for the current form is June 23, 2023.

Durable Medical Equipment providers must download the PDF form www.lamedicaid.com. Providers **MAY NOT** convert the form to Word or make any changes to the form prior to completion.

There will be a 30-day grace period to allow providers to become accustomed to the new form. For evaluations performed on or prior to July 31, 2023, the old Custom Wheelchair Evaluation form (effective date of April 1,

2023) will be accepted. Evaluations performed on or after August 1, 2023 will require the new Custom Wheelchair Evaluation Form dated June 23, 2023 and available at the link above.

For questions related to this information as it pertains to Medicaid FFS claims processing, please contact Irma Gauthier via email at Irma.Gauthier2@la.gov.

SFY23 Recycle of NCCI Outpatient Hospital and DME Claims

Louisiana Medicaid will recycle outpatient hospital (OPH) and durable medical equipment (DME) claims processed from July 1, 2022 through March 31, 2023 to assure correct processing based on the National Correct Coding Initiative edits. Claims affected will be processed in the June 27, 2023 claims cycle.

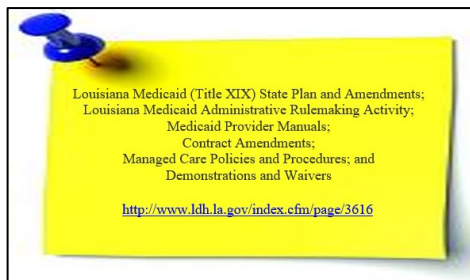
For more information regarding “The Medicaid National Correct Coding Initiative,” please visit the CMS website below: <https://www.cms.gov/medicare-medicaid-coordination/national-correct-coding-initiative-ncci/ncci-medicaid>

Questions regarding this message and fee-for-service claims are to be directed to Gainwell Technologies Provider Relations at (800) 473-2783 or (225) 924-5040.

Medicaid Public Notice and Comment Procedure

As of Aug. 1, 2019, a public notice and comment period is required before certain policies and procedures are adopted. Drafts will be published on LDH's website to allow for public comment, as per HB 434 of the 2019 Regular Legislative Session. This requirement applies to managed care policies and procedures, systems guidance impacting edits and payment, and Medicaid provider manuals.

In compliance with R.S. 46:460.51(15), 460.53, and 460.54, this procedure provides for a defined term, a public notice requirement, implementation of a policy for the adoption of policies and procedures, and for related matters. Public Comments for the listed policies and procedures can be left at the link below.



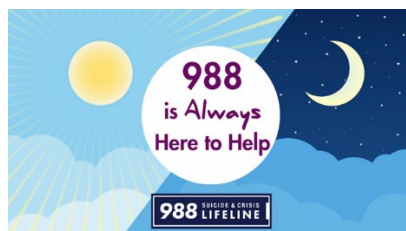
Louisiana Medicaid Updates and Authorities



Keep up to date with all provider news and updates on the Louisiana Department of Health website:

[Health Plan Advisories](#) | [La Dept. of Health Informational Bulletins](#) | [La Dept. of Health](#)

Louisiana Medicaid State Plan amendments and Rules are available at [Medicaid Policy Gateway](#) | [La Dept. of Health](#)



Manual Chapter Revision Log

A recent revision has been made to the following Medicaid Provider Manual chapters. Providers should review the revisions in their entirety at www.lamedicaid.com under the “Provider Manual” link:

Manual Chapter	Section(s)	Date of Revision(s)
Behavioral Health Behavioral Health	<ul style="list-style-type: none"> Appendix E-1 – Evidence Based Practices – Assertive Community Treatment (ACT) 	06/07/23
	Section 2.4 – Addiction Services	06/22/23
Pharmacy Pharmacy	<ul style="list-style-type: none"> Section 37.5.1 – Forms and Links 	06/26/23

Provider FAQs

[Where is there a listing of Parish Office phone numbers?](#)

[If a recipient comes back with a retroactive Medicaid card, is the provider required to accept the card?](#)

[Does a recipient's 13-digit Medicaid number change if the CCN changes?](#)

[Are State Medicaid cards interchangeable? If a recipient has a Louisiana Medicaid card, can it be used in other states?](#)

[Can providers request a face-to-face visit when we have a problem?](#)

[For recipients in Medicare HMOs that receive pharmacy services, can providers collect the Medicaid pharmacy co-payment?](#)

[Do providers have to accept the Medicaid card for prior services if the recipient did not inform us of their Medicaid coverage at the time of services?](#)

[Who should be contacted if a provider is retiring?](#)

[If providers bill Medicaid for accident-related services, do they have to use the annotation stamp on our documentation?](#)

[What if a Lock-In recipient tries to circumvent the program by going to the ER for services?](#)

[Does the State print a complete list of error codes for provider use?](#)

[If providers do not want to continue accepting Medicaid from an existing patient, can they stop seeing the patient?](#)

For Information or Assistance, Call Us!



General Medicaid Eligibility Hotline

1-888-342-6207

Point of Sale Help Desk

1-800-648-0790

(225) 216-6381

Provider Relations

1-800-473-2783

(225) 294-5040

[Medicaid Provider Website](#)

MMIS Claims Processing Resolution Unit

(225) 342-3855

[MMIS Claims Reimbursement](#)

Prior Authorization:

Home Health/EPSDT – PCS - Dental

1-800-807-1320

1-855-702-6262

[MCNA Provider Portal](#)

MMIS/Recipient Retroactive Reimbursement

(225) 342-1739

1-866-640-3905

[MMIS Claims Reimbursement](#)

DME and All Other

1-800-488-6334

(225) 928-5263

Medicare Savings

1-888-544-7996

[Medicare Provider Website](#)

Hospital Pre-Certification

1-800-877-0666

For Hearing Impaired

1-877-544-9544

REVS Line

1-800-776-6323

(225) 216-(REVS)7387

[REVS Website](#)

Pharmacy Hotline

1-800-437-9101

[Medicaid Pharmacy Benefits](#)

Medicaid Fraud Hotline

1-800-488-2917

[Report Medicaid Fraud](#)