

Healthy Louisiana Open Enrollment



Medicaid members can make changes to their health or dental plan during Open Enrollment through 6 p.m. on November 30, 2023.

Changes will go into effect next year on January 1, 2024. **If member want to keep their current health and dental plans, they do not need to do anything. The member will stay with their health and dental plan for another year, as long as they remain eligible for Medicaid.**

Open enrollment is not the same as renewal. The open enrollment period is an opportunity for Medicaid members to change their health or dental plan without a qualifying reason, outside of their initial enrollment period. Many members may get letters for both open enrollment and renewal. **These are two separate requests. Members must take action on their renewal mail or they will lose their coverage.** For more information on Medicaid renewals, visit www.healthy.la.gov.

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Members can make a change to their health or dental plan by completing and returning the form included with their letter by mail or fax, on the Healthy Louisiana mobile app, online at myplan.healthy.la.gov, or by calling toll-free 1-855-229-6848. The Healthy Louisiana mobile app is free and available for download on [Apple](#) and [Android](#) devices. Members with questions can call 1-855-229-6848 (TTY: 1-855-526-3346), Monday through Friday from 8 a.m. to 5 p.m.

Health Plan Options:	Aetna Better Health of Louisiana
	AmeriHealth Caritas Louisiana Healthy Blue
	Humana Healthy Horizons in Louisiana
	Louisiana Healthcare Connections
	UnitedHealthcare Community Plan of Louisiana
Dental Plan Options:	DentaQuest
	MCNA

⇒ Members are encouraged to visit myplan.healthy.la.gov when deciding whether to keep their current plan or change to another plan for 2024. Members are also encouraged to confirm whether or not their providers are enrolled with their chosen health or dental plan.

⇒ All health and dental plans offer the same basic benefits and health and dental management programs. Some also offer extra services, based on age and need, which are subject to change.

⇒ Comparison charts with details on each health and dental plan's extra services can be found [here](#).

RSV Vaccines: Adults Aged 60 Years and Older & Use in Pregnancy to Prevent RSV in Babies

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

Respiratory syncytial virus (RSV) is a virus that causes acute respiratory infection in individuals of all age groups. RSV infections can be dangerous for older adults. Each year, it is estimated that between 60,000-160,000 older adults in the United States (U.S.) are hospitalized and 6,000-10,000 die due to RSV infection. Adults at highest risk for severe RSV infection include older adults and those with chronic conditions, such as heart disease, lung disease or weakened immune systems.

While most infants and young children experience mild, cold-like symptoms, some infants, especially with their first infection, develop lower respiratory tract disease such as pneumonia and bronchiolitis (swelling of the small airway passages in the lungs), that often leads to an emergency department or physician office visit. Premature infants and those with chronic lung disease of prematurity or significant congenital heart disease are at highest risk for severe RSV disease. Approximately 1 percent to 3 percent of children under 12 months of age in the U.S. are hospitalized each year due to RSV, according to the American Academy of Pediatrics.

In most parts of the U.S., RSV circulation is seasonal, typically starting during the fall and peaking in the winter; it is transmitted from person to person through close contact with someone who is infected.

RSV Vaccines for Adults Aged 60 and Older

On May 3, 2023, the FDA approved Arexvy™, the first respiratory syncytial virus (RSV) vaccine approved for use in the U.S., for the prevention of lower respiratory tract disease (LRTD) caused by RSV in individuals 60 years of age and older. Then, on May 31, 2023, the FDA also approved Abrysvo™ for the prevention of LRTD caused by RSV in individuals 60 years of age and older.

The Centers for Disease Control and Prevention (CDC) recommends that adults 60 years of age and older may receive a single dose of RSV vaccine using shared clinical decision-making (SCDM). This means that health care providers and their patients should have a conversation to determine if RSV vaccination will be beneficial. This recommendation differs from routine age-based and risk-based vaccine recommendations for which the default decision is to vaccinate all persons in a specified age group or risk group. Under SCDM, there is no default. Rather, the decision whether to vaccinate a patient is individually based and informed by discussions between the patient and health care provider (anyone who provides or administers vaccines, including primary care physicians, specialists, physician assistants, nurse practitioners, registered nurses, and pharmacists).

The decision may be informed by a patient's health status, their risk of severe RSV disease (see Risk Factors for Severe RSV disease below), the health care provider's clinical judgment, the patient's preferences, the safety profile of the RSV vaccine products and other factors. The SCDM recommendation for RSV vaccination is intended to allow providers and patients flexibility based on what is best for each individual patient.

RSVPreF3 (Arexvy™, GSK) and RSVpreF (Abrysvo™, Pfizer) should not be administered to people with a history of severe allergic reaction, such as anaphylaxis, to any component of the vaccines. Information about each can be found in the corresponding manufacturer's package inserts ([Arexvy™ package insert](#) and [Abrysvo™ package insert](#)).

Optimally, vaccination should occur before the onset of the fall and winter RSV season. For the 2023–24 RSV season, providers should offer RSV vaccination as early as vaccine supply becomes available.

Currently, the RSV vaccine series consists of a single dose. Studies are ongoing to determine whether older adults might benefit from receiving additional RSV vaccines in the future. So far, RSV vaccines appear to provide some protection for at least two RSV seasons. Additional surveillance and evaluation activities are planned to assess how long the vaccines protect against RSV and whether additional doses will be needed.

Risk Factors for Severe RSV Disease

Epidemiologic evidence indicates that persons aged 60 years and older who are at highest risk for severe RSV disease and who might be most likely to benefit from vaccination include those with chronic medical conditions such as:

- Cardiopulmonary disease
 - Kidney disorders
 - Liver disorders
 - Neurologic or neuromuscular conditions
 - Hematologic disorders
 - Diabetes mellitus, and
 - Moderate or severe immune compromise (either attributable to a medical condition or receipt of immunosuppressive medications or treatment);
- As well as:
- Persons who are frail*;
 - Persons of advanced age†;
 - Persons who reside in nursing homes or other long-term care facilities; and
 - Persons with other underlying conditions or factors that the provider determines might increase the risk for severe respiratory disease.

*Frailty is a multidimensional geriatric syndrome and reflects a state of increased vulnerability to adverse health outcomes. Although there is no consensus definition, one frequently used tool is the Fried frailty phenotype in which frailty is defined as a clinical syndrome with three or more of the following symptoms present: unintentional weight loss (10 lbs [4.5 kg] in the past year), self-reported exhaustion, weakness (grip strength), slow walking speed, and low physical activity.

†Among adults aged ≥60 years, RSV incidence increases with advancing age. Although age may be considered in determining an older adult patient's risk for severe RSV-associated disease, there is no specific age threshold at which RSV vaccination is more strongly recommended within the age group of adults aged ≥60 years.

Vaccine in Pregnancy to Prevent RSV in Babies

In August of 2023, the FDA expanded the approval of Abrysvo™ (Respiratory Syncytial Virus Vaccine), making it the first vaccine approved for use in pregnant individuals to prevent lower respiratory tract disease (LRTD) and severe LRTD caused by respiratory syncytial virus (RSV) in infants from birth through 6 months of age. Abrysvo™ is approved for use at 32 through 36 weeks gestational age of pregnancy. Abrysvo™ is administered as a single dose injection into the muscle.

The CDC recommends a respiratory syncytial virus (RSV) vaccine for pregnant people to protect their babies from severe RSV disease. Pregnant people should get a single dose of Pfizer's bivalent RSVpreF vaccine (Abrysvo™) during weeks 32 through 36 of pregnancy during September through January.

RSVpreF (Abrysvo™, Pfizer) should not be administered to a person with a history of severe allergic reaction, such as anaphylaxis, to any component of this vaccine. Information about Abrysvo™ can be found in the manufacturer's package insert.

Data from clinical trials show that the recommended RSVpreF (Abrysvo™) vaccine is safe and efficacious for use in pregnant people to prevent severe RSV disease in infants from birth through 6 months of age. The maternal RSV

vaccine reduced the risk of severe RSV disease by 82% within 3 months and by 69% within 6 months after birth. In this trial, severe RSV disease was defined as RSV infection that results in tachypnea, hypoxemia, use of a high-flow nasal cannula or mechanical ventilation, admission to an intensive care unit, or unresponsiveness.

The CDC and FDA will continue to monitor the safety and effectiveness of maternal RSV vaccine, review data as collected, keep the public informed of findings, and use data to make recommendations – consistent with standard practices for all vaccines.

CDC recommends two ways to protect babies from getting very sick with Respiratory Syncytial Virus (RSV):

❖ *An RSV vaccination given during pregnancy
Pfizer’s bivalent RSVpreF vaccine (Abrysvo™) is recommended for use during pregnancy (maternal RSV vaccine). It is given during RSV season to people who are 32 through 36 weeks pregnant.*

OR

❖ *An RSV immunization given directly to infants and some older babies. For more information, see [CDC RSV Immunization for Children 19 Months and Younger](#).*

Babies born to mothers who get RSV vaccine at least 2 weeks before delivery will have protection and, in most cases, should not need an RSV immunization later.

For more information regarding RSV immunization, visit [RSV ACIP Vaccine Recommendations | CDC](#).

References

[FDA Approves First Respiratory Syncytial Virus \(RSV\) Vaccine | FDA](#)
[FDA Approves First Vaccine for Pregnant Individuals to Prevent RSV in Infants | FDA](#)
[FDA Approves New Drug to Prevent RSV in Babies and Toddlers | FDA](#)
[Healthcare Providers: RSV Vaccination for Adults 60 Years of Age and Over | CDC](#)
[Healthcare Providers: RSV Vaccination for Pregnant People | CDC](#)
[RSV in Older Adults and Adults with Chronic Medical Conditions | CDC](#)
[RSV Vaccination for Pregnant People | CDC](#)

Diabetic Supply Coverage – What You Need To Know



Pharmacy Program Welcomes Diabetic Supply Coverage!

Continuous glucose monitors and other diabetic supplies are now reimbursable by the Louisiana Medicaid Fee for Service (FFS) Pharmacy program and managed care organizations (MCOs) as an outpatient pharmacy benefit.

Preferred products and prior authorization criteria for continuous glucose monitors will be posted on the Single Preferred Drug List (PDL).

The following diabetic supplies will be reimbursed as a pharmacy benefit only:

1. Diabetes glucose meters;
2. Diabetic test strips;
3. Continuous glucose meters;
4. Transmitters and sensors;
5. External insulin pumps (i.e. Omnipod and V-Go);
6. Control solution;
7. Ketone test strips
8. Lancets and devices;
9. Pen needles;
10. Re-usable insulin pens; and
11. Syringes.

Texting: The Easiest Way to Update Member Contact Information

Active Medicaid members can now request to update their contact information through text messaging. Medicaid members can make sure that they do not miss out on important information from Medicaid by texting the words “Info” or “Information” to 72147. They will receive a text with a link to update their contact information. Members must first verify their identity before being directed to the Address Update Portal in the self-service portal to make the necessary changes.



Professional Education Webinar: American Cancer Society's Cervical Cancer Screening

American Cancer Society's Cervical Cancer Screening Webinar

November 9th, 2023 at 12pm (cst)



Professional Education Webinar

Louisiana has one of the highest cervical cancer death rates in the United States. This webinar will provide context for emerging and equitable recommendations in cervical cancer screening. The presenters will also discuss evidence based best practices and integrated efforts to improve cervical cancer prevention and screening rates by sharing resources and guidance on facilitating adoption of innovative patient engagement.

Registration [link](#)



Target Audience:

Physicians, nurses, medical assistants, administrative staff, community health workers, patient navigators, case managers and other healthcare professionals.

This webinar is in partnership with the American Cancer Society, Louisiana Department of Health, and the Louisiana Breast and Cervical Health Program.

The ACS National Roundtable on Cervical Cancer is a coalition of organizations dedicated to cervical cancer elimination in our lifetime. It will engage key organizations to institute policy and systems changes to improve prevention, screening, and treatment and to reduce barriers to care, eliminate disparities, reduce harms, and promote new technologies.

Learn The Signs. Act Early.



Learn the Signs. Act Early.

The Centers for Disease Control and Prevention (CDC) provides **FREE** resources that support developmental monitoring and family engagement through the “*Learn the Signs. Act Early.* (LTSAE)” Initiative. LTSAE offers families and providers tangible tools to celebrate and track developmental milestones and act early if there are concerns.

This impactful initiative provides several **FREE** resources:

- Developmental Milestone Tracker App ([order FREE postcards for families](#));
- Developmental Milestone Checklist with activities ([checklist for every recommended well visit](#));
- Developmental Milestone Booklet ([checklist from 2 months to 5 years included](#)); and
- Books for one, two, and three-year olds ([order here](#)).

Louisiana’s LTSAE ambassador, Julie Emory, is the medical home coordinator for the Bureau of Family Health (BFH). Julie is available for assistance, trainings, or questions and can be reached at Julie.emory@la.gov. LTSAE materials are a great supplement to developmental screenings and are appropriate for use at recommended well-child/preventative health visit from 2 months to 5 years.



Learn the Signs. Act Early.

Aprende las señales. Actúe con anticipación.

Los Centros para el Control y la Prevención de Enfermedades (CDC, por sus siglas en inglés) proporcionan recursos **GRATUITOS** que apoyan el monitoreo del desarrollo y la participación de las familias a través de la campaña "Aprenda las señales. Actúe con anticipación. (LTSAE)". LTSAE ofrece a las familias y a los proveedores herramientas tangibles para celebrar y hacer un seguimiento de los hitos del desarrollo y actuar con anticipación si hay inquietudes.

Esta impactante iniciativa ofrece varios recursos **GRATUITOS**:

- Aplicación de seguimiento de hitos del desarrollo ([solicite postales GRATIS para familias](#));
- Lista de verificación de los hitos del desarrollo con actividades ([lista de verificación para cada visita de rutina recomendada](#));
- Folleto de hitos del desarrollo ([lista de verificación de 2 meses a 5 años incluida](#)); y
- Libros para niños de uno, dos y tres años ([ordene aquí](#)).

La embajadora de LTSAE de Louisiana, Julie Emory, es la coordinadora de hogares médicos de la Oficina de Salud Familiar (BFH). Julie está disponible para asistencia, capacitaciones o preguntas y puede ser contactada en Julie.emory@la.gov. Los materiales LTSAE son un gran complemento para las pruebas de detección del desarrollo y son apropiados para su uso en la visita de salud preventiva / de niño sano recomendada de 2 meses a 5 años.

Medicaid Unwind – Data Reporting Online

Louisiana Medicaid has created a web page for data reporting for renewals during the Medicaid unwind period. The direct link is <https://ldh.la.gov/page/4911>. There is also a link to the page at www.healthy.la.gov under "Helpful Links."

The data on the web page includes:

- Monthly renewal data reporting required by and reported to the Centers for Medicare and Medicaid Services (CMS) on activities related to eligibility renewals, call center operations and transitions to Marketplace coverage.
- Monthly renewal data reporting defined and captured by Louisiana Medicaid to include renewal outcomes and closures by category.

Updates will be provided during the first week of each month.

Health Observance Calendar – November 2023



American Diabetes Month	Bladder Health Awareness Month
COPD Awareness Month	Diabetic Eye Disease Awareness Month
Lung Cancer Awareness Month	National Alzheimer’s Disease Awareness Month
National Epilepsy Awareness Month	National Family Caregivers Month
National Health Skin Month	National Home Care and Hospice Month
National Hospice and Palliative Care Month	National Pancreatic Cancer Awareness Month
National Sexual Health Month	Prematurity Awareness Month
	Stomach Cancer Awareness Month

WEEKS

November 5 - 11

Health Care Strategy and Market Development Week
 National Diabetes Education Week
 National Patient Transport Week
 National Radiologic Technology Week

November 12 - 18

National Nurse Practitioner
 Week

November 19 - 25

Gastroesophageal Reflux Disease
 (GERD) Awareness Week



National Diabetes Heart Connection Day	November 9
Veterans Day (State Office Closure)	November 10
World Pneumonia Day	November 12
World Diabetes Day	November 14
Great American Smokeout	November 16
National Rural Health Day	November 16
National Family Health History Day	November 23
Thanksgiving Day (State Office Closure)	November 23

[Calendar-Health-Observances-and-Recognition-Days-2023.pdf \(shsmid.org\)](#)

[2023 Health Observances Calendar | Healthgrades Partner Solutions](#)

More That Matters Podcast



LDH unveils first episodes of 'More That Matters' PODCAST Sub-Series

LDH has released the first five episodes of its new podcast sub-series "More That Matters," an extension of its award-winning ["Vax Matters" podcast](#). Co-hosted by Diane Deaton, former TV personality for Baton Rouge's WAFB 9News, and veteran Louisiana broadcaster Clay Young, the eight episodes feature in-depth conversations with health experts to address broader health issues that impact communities across Louisiana.

Here's what you can expect from the first five episodes:

- **HIV:** LDH's Mobilization Manager Jimmy Gale discusses the impact HIV has on large and small communities across the state, the medical advancements in treating the virus and how Louisiana's laws around HIV do not keep up with today's science.
- **Mosquito-Borne Diseases:** Research Entomologist Jennifer Breaux shares all things disease-related about Louisiana's best-known pest — the mosquito.
- **Sickle Cell Disease:** Sickle Cell Association of Louisiana Executive Director Erin Fulbright talks about the painful blood disorder that affects mainly the African American, Mediterranean and Caribbean communities.
- **Emergency Preparedness:** LDH Executive Director of Emergency Response Dr. Rosanne Prats provides timely insights into emergency planning and mental health strategies during disasters, aligning with the peak of hurricane season.
- **Emergency Medicine — ER vs Urgent Care:** Board-certified emergency medicine physician Dr. Eric Brooks, who serves as the regional medical director for OPH Region 3, provides guidance on when someone should seek treatment at the emergency room or instead opt for the urgent care down the street.

New episodes are released every two weeks.

Both "Vax Matters" and "More That Matters" are available for download on all major podcast platforms, including Apple Podcasts, Google Podcasts, Spotify and Audible. Episodes can also be accessed via the [@MyHealthLa YouTube channel](#) and at immunizations.la.gov.

HEALTHY LOUISIANA OPEN ENROLLMENT

October 15, 2023 – November 30, 2023

What is Open Enrollment?

During Open Enrollment, Medicaid members can change their health and dental plan. Open Enrollment begins on **October 15** and ends at **6:00 PM** on **November 30, 2023**. Changes made during this time will go into effect on **January 1, 2024**.

How Do You Pick a Plan?

Members will receive a letter in the mail with instructions for how to change plans during Open Enrollment and other helpful information. You may receive this information by email or text message if you have opted in.

Get tips for how to choose the best plan for you and your family at www.myplan.healthy.la.gov or on the free **Healthy Louisiana Mobile App**.

Choosing Your Plan

Choose one of six health plans:

Aetna Better Health
AmeriHealth Caritas of Louisiana
Healthy Blue
Humana Healthy Horizons
Louisiana Healthcare Connections
United Healthcare of Louisiana

Choose one of two dental plans:

DentaQuest
MCNA Dental

If you have questions or did not receive your Open Enrollment information, call **1-888-342-6207**.



Value Added Benefits



Most Healthy Louisiana health plans offer additional services for members who qualify beyond the traditional Medicaid benefits. These services are referred to as value-added benefits (VABs). VABs may be actual health-care services, benefits or positive incentives that have been determined to promote healthy lifestyles and improve health outcomes.

Some of these additional services may include:

- Assistance to address home-based, environmental asthma triggers;
- Housing condition assessments and legal services for disputes relative to housing;
- Respite care for homeless members; and
- Pain management.

To find the most up-to-date list of VABs, please visit [Quarterly Value-Added Benefits \(VABs\) \(la.gov\)](#).

OCDD Waiver Compliance Alert: 90L Form Requirement

The level of care form or 90L Request for Medical Eligibility Determination is required for all **Office for Citizens with Developmental Disabilities (OCDD)** home and community based services (HCBS) waiver recipients in order to ensure compliance with federal regulations.

The 90L should be completed 180 days or less before the POC end date. All initial plans of care (POCs) require a 90L completed by a physician, nurse practitioner or physician's assistant for support planning and submission to the local governing entity for review.

Questions should be sent to OCDD-HCBS@la.gov.

Vision Care Reminder

Louisiana Medicaid covers eyewear services for members under the age of 21.



Eyewear services for these members include:

- Eye exams;
- Vision screenings;
- Prescription eyeglasses;
- Repairs or replacements of broken or lost eyeglasses;
- Eyewear replacement required by a change in prescription; and
- Contact lenses, when medically necessary.

Louisiana 988 Helpline



One death by suicide occurs [every 11 minutes](#) in this country. This statistic is both sobering and heartbreaking, but it's also a statistic that should move us to act. The Office of Behavioral Health and all of LDH are committed to addressing the mental health emergency in Louisiana with the same urgency, compassion and selflessness we so often experience in the aftermaths of hurricanes and other disasters.

However, we also acknowledge that this isn't easy. It's difficult caring for loved ones, neighbors and ourselves while in the throes of emotional crises, especially when long-standing stigmas around mental health still exist.

This is why we are launching a new awareness campaign for the [Louisiana 988](#) helpline this month. Louisiana 988 celebrated its first anniversary in July with some [major successes](#), and we recognize there is more to do.

Our hope for this new initiative is to continue our progress by reaching vulnerable communities, including individuals who are Black, Indigenous and People of Color (BIPOC), LGBTQ+ people and veterans. We also want to send an important message to Louisiana residents: All of us need help sometimes, free of stigma, and that's available through the 988 helpline. An easy call or text to 988 ensures everyone has confidential access to quality emotional support, no matter the cause.

So, if the 11-minute statistic speaks to you or moves you to action, or you just want to talk, a simple way to help those in need is to talk about the 988 helpline with your loved ones.

“Like” and share our 988 posts on [Facebook](#), [Twitter](#) and [Instagram](#) as they begin rolling out throughout September.

And, perhaps most importantly, check in with your friends, family and neighbors — yes, even those who may seem happy, healthy and strong.

We all need support sometimes, and help and hope are available right now. The helpline works and helps thousands of people every day.

Remittance Advice Corner

2023 Physician-Administered Drug Reimbursement Update

Effective for dates of service beginning on January 1, 2023, Louisiana Medicaid updated the reimbursement rates on the fee-for-service file for physician-administered drugs and covered vaccines for professional services.

Claims previously submitted for these drugs or vaccines with dates of service on or after January 1, 2023, will be systematically adjusted to ensure proper payment. No action is required by the provider.

For questions related to this information as it pertains to fee-for-service Medicaid claims processing, please contact Gainwell Technologies Provider Services at (800) 473-2783 or (225) 924-5040.

Questions regarding managed care claims should be directed to the appropriate managed care organization.

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)
General Information and Administration	<ul style="list-style-type: none"> Section 1.4 – General Claims Filing 	10/03/23
General Information and Administration	<ul style="list-style-type: none"> Table of Contents Section 1.1 – Provider Requirements Section 1.3 – Program Integrity Section 1.4 – General Claims Filing Section 1.5 – Benefits for Children and Youth 	10/27/23

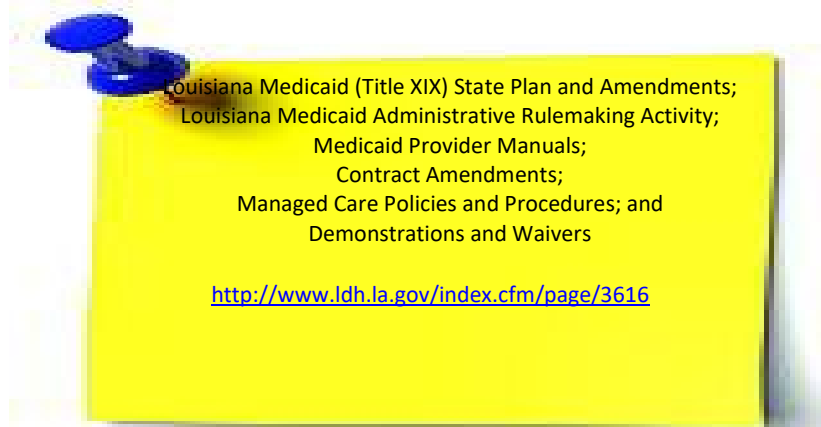
Manual Chapter	Section(s)	Date of Revision(s)
Behavioral Health Behavioral Health	<ul style="list-style-type: none"> • Appendix E-1 – Evidence Based Practices (EBPs) – Assertive Community Treatment (ACT) Appendix E-11 – Evidence Based Practices (EBPs) – Dialectical Behavioral Therapy (DBT)	10/02/23 10/31/23
Fiscal/Employer Agent Fiscal/Employer Agent	<ul style="list-style-type: none"> • Title Page • Table of Contents • Section 3.0 – Overview • Section 3.1 – Financial Management Services • Section 3.2 – Beneficiary Requirements • Section 3.3 – Service Access and Authorization Process • Section 3.4 – Provider Requirements • Section 3.5 – Staffing and Training • Section 3.6 – Record Keeping • Section 3.7 – Program Monitoring/Quality Assurance and Improvement • Section 3.8 – Reimbursement • Appendix A – Developmental Disability Law • Appendix B – Emergency Preparedness • Appendix C – Claims Filing • Appendix D – Contact Information Appendix E – Glossary/Acronyms	10/02/23
Professional Services Professional Services	Section 5.1 – Covered Services – Anesthesia Services	10/16/23
Community Choices Waiver (CCW) Community Choices Waiver (CCW)	Section 7.2 – Self-Direction Option	10/12/23
Children’s Choice Waiver (CC) Children’s Choice Waiver (CC)	Section 14.2 – Self-Direction Service Option	10/12/23
Durable Medical Equipment (DME) Durable Medical Equipment (DME)	<ul style="list-style-type: none"> • Table of Contents Section 18.2.20 – Specific Coverage Criteria – Diabetic Supplies and Equipment	10/30/23
Hospice Hospice	Table of Contents	10/04/23

Manual Chapter	Section(s)	Date of Revision(s)
<p>Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID)</p> <p>Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID)</p>	<ul style="list-style-type: none"> • Section 26.0 – Overview • Section 26.1 – Admission Process • Section 26.2 – Covered Services • Section 26.3 – Beneficiary Behavior • Section 26.4 – Beneficiary Rights • Section 26.5 – Transfers and Discharges • Section 26.6 – Complaints • Section 26.7 – Record Keeping • Section 26.8 – Income Consideration in Determining Payment • Section 26.9 – Emergency Awareness • Section 26.10 – Decertification • Section 26.11 – Rate Determination • Section 26.12 – Cost Reports • Section 26.13 – Audits and Desk Reviews • Section 26.14 – Sanctions and Appeals • Appendix A – Glossary • Appendix B – Developmental Disability Law <p>Appendix D – Claims Filing</p>	<p>10/12/23</p>
<p>New Opportunities Waiver (NOW)</p> <p>New Opportunities Waiver (NOW)</p>	<p>Section 32.2 – Self-Direction Option</p>	<p>10/11/23</p>
<p>Pharmacy Benefits Management Services</p> <p>Pharmacy Benefits Management Services</p>	<p>Section 37.1 – Covered Services, Exclusions, and Limitations</p>	<p>10/30/23</p>
<p>Residential Options Waiver (ROW)</p> <p>Residential Options Waiver (ROW)</p>	<p>Section 38.2 – Self-Direction Option</p>	<p>10/10/23</p>

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 following policies and procedures may be submitted at the link below.



Useful Links

- Louisiana Medicaid Informational Bulletins – <https://ldh.la.gov/page/1198>
- Subscribe to Informational Bulletin Updates by Email - <https://ldh.la.gov/index.cfm/communication/signup/3>
- Pharmacy Facts Newsletter– <https://ldh.la.gov/page/3036>
- Louisiana Medicaid COVID-19 Provider Guidance - <https://ldh.la.gov/page/3872>

Provider FAQs

1. [*Where is there a listing of Parish Office phone numbers?*](#)
2. [*If a recipient comes back with a retroactive Medicaid card, is the provider required to accept the card?*](#)
3. [*Does a recipient's 13-digit Medicaid number change if the CCN changes?*](#)
4. [*Are State Medicaid cards interchangeable? If a recipient has a Louisiana Medicaid card, can it be used in other states?*](#)
5. [*Can providers request a face-to-face visit when we have a problem?*](#)
6. [*For recipients in Medicare HMOs that receive pharmacy services, can providers collect the Medicaid pharmacy co-payment?*](#)
7. [*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?*](#)
8. [*Who should be contacted if a provider is retiring?*](#)
9. [*If providers bill Medicaid for accident-related services, do they have to use the annotation stamp on our documentation?*](#)

10. [What if a Lock-In recipient tries to circumvent the program by going to the ER for services?](#)
11. [Does the State print a complete list of error codes for provider use?](#)
12. [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

Provider Relations

1-800-473-2783

(225) 294-5040

[Medicaid Provider Website](#)

Point of Sale Help Desk

1-800-648-0790

(225) 216-6381

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](#)

DME and All Other

1-800-488-6334

(225) 928-5263

MMIS/Recipient Retroactive Reimbursement

(225) 342-1739

1-866-640-3905

[MMIS Claims Reimbursement](#)

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](#)