

Welcome

Welcome to the **Louisiana Medicaid Provider Update** newsletter.

We are excited to share the **November edition** of the Louisiana Medicaid Provider Update newsletter. This issue is designed to provide important and valuable information about the Louisiana Medicaid program.

Last month, we celebrated National Primary Care Week, a time to honor the vital contributions of primary care providers in our state. We would like to express our gratitude to the dedicated physicians, nurse practitioners, and physician assistants who are the backbone of Louisiana’s healthcare system.

We sincerely appreciate your dedication to improving the health of all residents in our state, and we acknowledge your steadfast commitment to serving the Medicaid population. Thank you for your ongoing support of Louisiana’s Medicaid community.



Table of Contents

Welcome	1
Healthy Louisiana Open Enrollment	1
Information for the 2024-2025 Flu Season	2
In the Spotlight: 2024-2025 Influenza Vaccination Updates	5
Attention: Medical Oxygen Providers	6
2024 Health Summit	6
Certification of Ambulance Transportation (CAT) Form Revision	7
Did You Know? Discontinuance of Over the Counter COVID-19 Home Tests	7
Reminder: Discontinuance of Kangaroo Joey e-Pumps, Feeding Sets, and Supplies	8
On the Calendar in November 2024	9
Bladder Health Month	10
Provider to Provider Consultation Line	11
Medicaid Compliance Corner	
Remittance Advice Corner	12
Manual Chapter Revision Log	13
Medicaid Public Notice and Comment Procedure	14
Louisiana Medicaid Updates and Authorities	14
Provider FAQs	15
Useful Links	16
We Are Here!	17
For Information or Assistance	18

Healthy Louisiana Open Enrollment

Medicaid members can change their health or dental plan during Open Enrollment between October 15, 2024, and 6 p.m. on December 2, 2024.

Changes will go into effect next year on **January 1, 2025**. Members do not need to do anything to keep their current health and dental plans. If they are still eligible for Medicaid, they will stay with their plans for another year.

Open Enrollment is the only time Medicaid members can change their health or dental plans without needing a qualifying reason, aside from their initial enrollment period.

In August, letters containing guidance for selecting their plans were mailed to all members participating in this open enrollment period. Those who subscribe to email or text notifications were provided this information electronically.

Members can change their health or dental plan by completing and submitting the form included with their letter by mail or fax, utilize the Healthy Louisiana mobile app, access the website myplan.healthy.la.gov, or by calling toll-free number 1-855-229-6848. The Healthy Louisiana mobile app is free and available for download on both [Apple](#) and [Android](#) devices.

There are six health plans to choose from:

1. Aetna Better Health of Louisiana
2. AmeriHealth Caritas Louisiana
3. Healthy Blue
4. Humana Healthy Horizons in Louisiana
5. Louisiana Healthcare Connections
6. UnitedHealthcare Community Plan of Louisiana

Additionally, there are two dental plans to choose from:

1. DentaQuest
2. MCNA

Members are encouraged to access myplan.healthy.la.gov when considering whether to maintain their existing plan or switch to a different one for 2025. All health and dental plans provide the same basic benefits and health and dental management programs. Additionally, some plans may offer extra services based on age and need, which are subject to change. Detailed comparison charts outlining the details of each health and dental plan's extra services can be found [here](#). Members are also encouraged to confirm whether or not their providers are enrolled with their chosen health or dental plan, which can be checked at myplan.healthy.la.gov/find-provider.

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. The call is free.

Information for the 2024-2025 Flu Season

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

Millions of people get the flu every year, hundreds of thousands of people are hospitalized, and thousands or tens of thousands of people die. The Centers for Disease Control and Prevention (CDC) recommends that everyone five months of age and older should get a flu vaccine every year. Flu vaccination can reduce flu illnesses, doctors' visits, and missed work and school due to flu, as well as prevent serious flu complications that can result in hospitalization and even death. CDC estimates that during the 2016–2017 flu season, flu vaccination prevented an estimated 5.3 million flu illnesses, 2.6 million flu medical visits, and 85,000 flu hospitalizations. During recent seasons, flu vaccine has reduced the risk of flu illness in vaccinated people by between 30 percent and 60 percent. A 2017 CDC study was the first of its kind to show that flu vaccination significantly reduced a child's risk of dying from influenza. The study, which looked at data from four flu seasons between 2010 and 2014, found that flu vaccination reduced the risk of flu-associated death by half (51 percent) among children with underlying high-risk medical conditions and by nearly two-thirds (65 percent) among healthy children.

Key Points from the 2024-2025 Advisory Committee on Immunization Practices (ACIP) Vaccination Recommendations

Groups Recommended for Vaccination

- Routine annual influenza vaccination is recommended for all persons aged \geq six months who do not have contraindications.
- If supply is limited, see priority groups in the [ACIP Recommendations Summary | Influenza \(Flu\) | CDC](#).

Timing of Vaccination

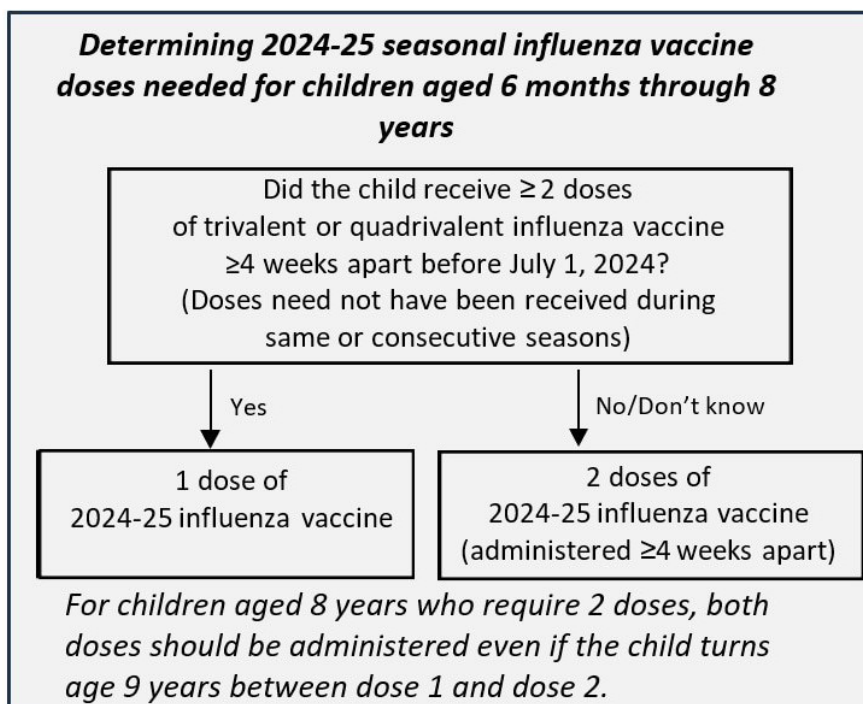
- For most persons who need only one dose of influenza vaccine for the season, vaccination should ideally be offered during September or October. However, vaccination should continue throughout the season as long as influenza viruses are circulating.
- For timing considerations for specific groups, see [ACIP Recommendations Summary | Influenza \(Flu\) | CDC](#).

Vaccine Selection

- For information regarding available vaccines, approved ages, and dose volumes, see [ACIP Recommendations Summary | Influenza \(Flu\) | CDC](#).
- All persons should receive an age-appropriate vaccine, with the exception that solid organ transplant recipients aged 18 through 64 years who are receiving immunosuppressive medication regimens may receive HD-IIV3 or aIIV3 as acceptable options.
- LAIV3 is not recommended in pregnancy and for persons with some medical conditions, or for persons who have recently taken influenza antiviral medications.
- With the exception of adults aged ≥ 65 years, there are no preferences for any specific vaccine when more than one age-appropriate product is available.
- The selected vaccine should be administered at the appropriate dose volume for the recipient's age. If a dose less than the necessary volume is inadvertently administered:
 - If discovered before the recipient has left the vaccination setting, administer the remaining volume.
 - If it is difficult to measure the remaining needed volume, or if discovered after the recipient has left the vaccination setting, administer a repeat full dose.
- All vaccines should be administered in settings in which personnel and equipment needed for rapid recognition and treatment of acute allergic reactions, including anaphylaxis, are available.

Number of Doses for Ages 6 Months through 8 Years

- Determine doses needed based on child's age at time of first dose of 2024–25 influenza vaccine and number of doses of influenza vaccine received in previous seasons.
- Persons aged ≥ 9 years need only one dose.



Did the child receive ≥ 2 doses of trivalent or quadrivalent influenza vaccine ≥ 4 weeks apart before July 1, 2024? (Doses need not have been received during same or consecutive seasons)
 Yes, 1 dose of 2024-25 influenza vaccine No/Don't know, 2 doses of 2024-25 influenza vaccine (administered ≥ 4 weeks apart) For children aged 8 years who require 2 doses, both doses should be administered even if the child turns age 9 years between dose 1 and dose 2.

Adults Aged > 65 Years

- ACIP recommends that adults aged ≥ 65 years preferentially receive any one of the following:
 - High-dose inactivated influenza vaccine (HD-IIV3, Fluzone High-Dose),
 - Recombinant influenza vaccine (RIV3, Flublok), or
 - Adjuvanted inactivated influenza vaccine (aIIV3, Fluad).
- If none of these three vaccines is available at a vaccination opportunity, then any other age-appropriate influenza vaccine should be used.
- Data support greater potential benefit of high-dose inactivated, adjuvanted inactivated, or recombinant vaccines relative to standard-dose unadjuvanted IIVs in this age group, with the most data available for HD-IIV3; but comparisons of these vaccines with one another are limited.

Persons with Chronic Medical Conditions / Immunocompromised Persons

- LAIV3 is not recommended for persons with some chronic medical conditions.
- For information regarding influenza vaccination for immunocompromised persons, refer to [ACIP Recommendations Summary | Influenza \(Flu\) | CDC](#).

As a health care professional, your strong recommendation is a critical factor in whether your patients get an influenza vaccine.

Health Care Professionals Should Make a Strong Influenza Vaccine Recommendation

Most adults believe vaccines are important, but they need a reminder from you to get vaccinated. After making your recommendation, follow up with each patient during subsequent appointments to ensure they received an influenza vaccine. If a patient still is unvaccinated, repeat the recommendation and try to identify and address any questions or concerns.

It is important that all patients receive a strong recommendation for vaccination from their provider. CDC suggests using the **SHARE** method to make a strong vaccine recommendation and provide important information to help patients make informed decisions about vaccinations:

SHARE the reasons why an influenza vaccine is right for the patient given his or her age, health status, lifestyle, occupation, or other risk factors.

HIGHLIGHT positive experiences with influenza vaccines (personal or in your practice), as appropriate, to reinforce the benefits and strengthen confidence in influenza vaccination.

ADDRESS patient questions and any concerns about influenza vaccines, including side effects, safety, and vaccine effectiveness in plain and understandable language. Acknowledge that while people who get an influenza vaccine may still get sick with influenza, there are studies that show that illness may be less severe.

REMIND patients that influenza vaccines help protect them and their loved ones from influenza illness and serious complications that can result from influenza, such as hospitalization or even death for some people.

EXPLAIN the potential costs of getting influenza, including potential serious health effects for the patient, time lost (such as missing work or family obligations), financial costs, and potentially spreading influenza to more vulnerable family or friends.

For more information about.....	Visit...
2024-2025 updated ACIP recommendations	ACIP Recommendations Summary Influenza (Flu) CDC.
Available vaccines for 2024-2025	CDC Influenza: 2024-2025 Flu Season - Available Vaccines
Clinical signs and symptoms of influenza	Clinical Signs and Symptoms of Influenza Influenza (Flu) CDC
Influenza testing methods	Overview of Influenza Testing Methods Influenza (Flu) CDC
Influenza antiviral medications: Summary for Clinicians	Influenza Antiviral Medications: Summary for Clinicians Influenza (Flu) CDC
People at increased risk for flu complications	People at Increased Risk for Flu Complications Influenza (Flu) CDC
Infection control in healthcare facilities	Infection Control in Health Care Facilities Influenza (Flu) CDC
Patient education resources for influenza vaccination awareness	Flu Resources Flu Resource Center CDC

References

- [ACIP Recommendations Summary | Influenza \(Flu\) | CDC](#)
- [CDC Study Finds Flu Vaccine Saves Children’s Lives | CDC Archive](#)
- [Flu Vaccine: Get the Facts](#)
- [Talking About Influenza Vaccine Recommendation | Influenza \(Flu\) | CDC](#)

In the Spotlight: 2024-2025 Influenza Vaccination Updates



The following immunization fee schedules are being updated for dates of service on and after August 1, 2024:

- Children/Adolescents: (birth through age 18)
- Young Adult: (ages 19 and 20)
- Adult: (ages 21 years and older)

The changes will include the coverage of the Influenza vaccines for recipients of all ages and updates related to Vaccines for Children (VFC).

Upon the completion of system modifications necessary for accurate reimbursement, the fee schedules will be published. We anticipate completion within three weeks from the date of this notice.

Providers are encouraged to monitor the Louisiana Medicaid website regularly check the Louisiana Medicaid website for updates concerning the Immunization Fee Schedules.

Questions related to fee-for-service claims should be directed to Gainwell Technologies Provider Relations at (800) 473-2783 or (225) 924-5040.

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

Attention: Medical Oxygen Providers



The Louisiana Department of Health (LDH) has issued clarifications on the requirements of medical oxygen providers during state and national declared emergencies. These updates can be found in the Durable Medical Equipment Provider manual available at www.lamedicaid.com. Additionally, an informational bulletin has been posted and is available on the LDH website.

- Medically necessary backup oxygen and equipment provided during an official state and/or federally declared emergency shall not be considered non-covered.
- Backup oxygen and equipment provided outside an official state and/or federally declared emergency is non-covered.
- It is the responsibility of providers to guarantee the availability of medical oxygen and oxygen-related equipment during emergencies when deemed medically necessary.
- LDH will not provide reimbursement for any unused equipment and supplies picked up following an emergency.

For inquiries related to this message and fee-for-service claims, please contact Gainwell Technologies at (800) 473-2783 or (225) 924-5040.

For questions concerning managed care claims, please reach out to the relevant managed care organization (MCO).

2024 Health Summit

Register now for the Louisiana Center for Health Equity's 2024 Health Summit in Baton Rouge



Join the [Louisiana Center for Health Equity](#) for the [2024 Health Summit: Equity, Opportunity, and Well-Being for All](#) on November 12-13 at Pennington Biomedical Research Center in Baton Rouge, where we will explore innovative strategies to improve health outcomes in Louisiana. The

summit builds upon the foundation of the Louisiana State Health Assessment and State Health Improvement Plan (SHA/SHIP).

The SHA/SHIP identified four strategic priorities: Behavioral Health, Chronic Diseases, Maternal and Child Health, and Community Safety. The summit's program includes sessions focused on the SHIP priorities to promote health, including transforming data into action and utilizing community assets and youth voices to shape public policy. Art exhibits and poster presentations will create engaging platforms that educate, inspire networking, action and community involvement.

Don't miss this opportunity to connect, collaborate and contribute to progress toward [LA40by2030](#), a healthier future for women and children in our state.

[Get more information here](#) or [register here](#).

Certification of Ambulance Transportation (CAT) Form Revision

On October 18, 2024, Louisiana Medicaid published Informational Bulletin 24-38: Revision of the Certification of Ambulance Transportation (CAT) Form.

LDH has revised the CAT form required for all non-emergency ambulance transportation (NEAT) services. This updated form combines the information required by both the Medicare and Medicaid programs, allowing ambulance providers to utilize a single form for both programs.

For NEAT claims with service dates before January 1, 2025, providers may submit either the CAT form dated June 4, 2021, or the newly revised CAT form dated October 1, 2024.

A transition grace period has been established, allowing ambulance providers until January 1, 2025, to transition to the revised CAT form. Claims submitted to Medicaid using the June 4, 2021 version of the CAT form for NEAT services dated on or after January 1, 2025 will be denied.



The updated CAT form is available on the Medical Transportation webpage at www.ldh.la.gov or located [here](#), under the “Related Information” section.

For a direct link to the form, please refer to the : [Certification of Ambulance Transportation form - Revised 10.01.2024](#)

All inquiries regarding managed care organizations (MCO) claims should be directed to the respective MCO, while inquiries concerning fee-for-service (FFS) claims should be directed to the FFS transportation broker.

For any questions regarding the new form, please contact MedicaidTransportation@la.gov.



Discontinuance of Over the Counter COVID-19 Home Tests

Due to the end of the Public Health Emergency (PHE) for COVID-19, declared under Section 319 of the Public Health Service Act, the Louisiana Medicaid Pharmacy Program ended coverage and payment for at-home over the counter (OTC) COVID-19 diagnostic tests effective September 30, 2024.

COVID tests will continue to be covered as a medical benefit. Eligible covered beneficiaries can access their healthcare provider for vaccines, treatments, and diagnostic testing as usual.

Reminder: Discontinuance of Kangaroo Joey e-Pumps, Feeding Sets, and Supplies



Cardinal Health has ceased the supply and distribution of the Kangaroo e-Pump and Kangaroo Joey capital equipment, along with the related feeding sets. The updated timeline is outlined below.

Schedule	
End of Service Support Date Out of Warranty	December 31, 2024
End of Service Support Date Within Warranty	Through Warranty End Date
Kangaroo™ ePump Feeding Sets and Accessories Anticipated End of Supply Date	June 30, 2025
Kangaroo™ Joey Feeding Sets and Accessories Anticipated End of Supply Date	September 30, 2027

All DME providers must take essential steps to guarantee continued access to care for beneficiaries who rely on the Kangaroo Joey e-Pump.

For additional information on this discontinuance, contact Cardinal Health Sales Representatives or Cardinal Health Customer Service at (800) 964-5227.

November 2024

National Diabetes Month
 National COPD Awareness Month
 Lung Cancer Awareness Month
 National Epilepsy Awareness Month
 National Healthy Skin Month
 National Pancreatic Cancer Awareness Month

Bladder Health Awareness Month
 Diabetic Eye Disease Awareness Month
 National Alzheimer’s Disease Awareness Month
 National Family Caregivers Month
 National Home Care and Hospice Month
 Stomach Cancer Awareness Month

November 3 - 9

National Diabetes Education Week
 National Radiologic Technology Week

November 10 - 16

National Nurse Practitioner Week

November 18-24

National Hunger and Homelessness Awareness Week
 U.S. Antibiotic Awareness Week

November 19 - 25

Gastroesophageal Reflux Disease (GERD) Awareness Week



Daylight Savings Time ends	3	World Diabetes Day	14
Election Day (state offices closed)	5	World Prematurity Day International Survivors of Suicide Loss	17
National Stress Awareness Day	6	Great American <u>Smokeout</u> National Family Health History Day National Rural Health Day	21
National Diabetes Heart Connection Day	9	Thanksgiving Day (state offices closed)	28
Veterans Day (state offices closed)	11	Acadian Day (state offices closed)	29
World Pneumonia Day	12		

Bladder Health Month

November is Bladder Health Month, a month dedicated to raising awareness and promoting education about maintaining a healthy bladder, something that is of particular significance to women. This month serves as an opportunity to dispel misconceptions, provide information, and empower women to prioritize their urinary well-being.

Bladder Health Month aims to shed light on common bladder disorders and offer guidance on preventive measures and management strategies that you can discuss with your patients:

Urinary tract infections (UTIs)

Because women have a shorter urethra, allowing bacteria to travel to the bladder more easily, they are more susceptible to UTIs than men. This particular health month emphasizes the importance of proper hygiene, hydration, and prompt treatment to prevent recurring UTIs.

Stress urinary incontinence

This condition, often linked to pregnancy and childbirth, causes involuntary urine leakage during activities that stress the bladder, such as laughing, sneezing, or exercising. This is a great time to educate women about pelvic floor exercises and medical interventions that can help manage this issue.



Overactive bladder (OAB)

Women are more prone to OAB, characterized by frequent, urgent urination and sometimes even urinary incontinence. Women can explore treatment options with you, like behavioral therapies, medications, and lifestyle adjustments such as weight control, management of fluid intake, and smoking cessation.

Pelvic organ prolapse

This is a condition that commonly affects women after childbirth or during menopause. Health care providers can suggest strengthening exercises, devices, and surgical procedures that can alleviate symptoms and enhance quality of life.

This month presents a chance to start conversations about bladder health, a topic often shrouded in stigma and silence, which prevents women from openly sharing their concerns. The American Urogynecologic Society provides resources and fact sheets available at [Fact Sheets, Patient Summaries, and Downloads - Resources | Voices for PFD](#).

Reference

Wyman JF, Burgio KL, Newman DK. Practice aspects of lifestyle modifications and behavioural interventions in the treatment of overactive bladder and urgency urinary incontinence. *Int J Clin Pract*. 2009;63(8):1177-1191. doi:10.1111/j.1742-1241.2009.02078.x

Provider to Provider Consultation Line



PROVIDER TO PROVIDER CONSULTATION LINE

Pediatric and Perinatal Mental Health Support

The Louisiana Provider-to-Provider Consultation Line (PPCL) is a no-cost provider-to-provider telephone consultation and education program to help pediatric and perinatal health care providers address their patients' behavioral and mental health needs.

How Does PPCL Work?

- Mental Health Consultants are available 8:00 am to 4:30 PM, Monday through Friday.
- Speak to a Resource Specialist for resource and referral information.
- For clinical questions, including questions regarding psychiatric medications, you will be connected with a psychiatrist.
- Receive a written summary of your consultation.
- We can also connect with you via telehealth, e-mail, or submitted [requests by clicking here](#)

Call us at (833)721-2881 or email us at ppcl@la.gov.

Stay connected! It takes about 2 minutes to [enroll in PPCL](#). Enrolling helps us contact you, ensures we have the data our funder (HRSA) needs, and gives us information about what our partners need.

Missed our presentations? Click on the links to view our [Perinatal Mental Health webinars](#) or the [Pediatric Mental Health TeleECHO recordings](#).

Website and Resources:

Check out our Web site [here](#) and share with colleagues. We look forward to hearing from you soon!



Remittance Advice Corner

Transcranial Magnetic Stimulation

Effective August 2, 2024, Louisiana Medicaid covers Transcranial Magnetic Stimulation (TMS) in accordance with FDA approval for major depression only.

TMS is a noninvasive method of delivering electrical stimulation to the brain. A magnetic field is delivered through the skull, where it induces electric currents that affect neuronal function. TMS can be performed in an office setting as it does not require anesthesia and does not induce a convulsion.

TMS is considered medically necessary when ALL the following criteria are met:

- 1) Member is 18 years of age or older; AND
- 2) Diagnosis of major depressive disorder (DSM 5 diagnostic terminology); AND
- 3) Failure of a full course of evidence-based psychotherapy, such as cognitive behavioral therapy for the current depressive episode; AND
- 4) Failure or intolerance to psychopharmacologic agents, choose ONE of the following:
- 5) Failure of psychopharmacologic agents, BOTH of the following:
- 6) Lack of clinically significant response in the current depressive episode to four trials of agents from at least two different agent classes; AND
- 7) At least two of the treatment trials were administered as an adequate course of mono- or poly-drug therapy with antidepressants, involving standard therapeutic doses of at least 6 weeks duration.

The member is unable to take anti-depressants due to ONE of the following:

- 1) Drug interactions with medically necessary medications; OR
- 2) Inability to tolerate psychopharmacologic agents, as evidenced by trials of four such agents with distinct side effects in the current episode; AND
- 3) No contraindications to TMS are present (see section on contraindications); AND
- 4) Electroconvulsive therapy has previously been attempted, is medically contraindicated, or has been offered and declined by the member.

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.

Screening Mammography

Effective June 1, 2024, Louisiana Medicaid allows payment for one screening mammogram (either film or digital) per calendar year for beneficiaries meeting one or more of the following criteria:

- Any woman age 30 or older with hereditary susceptibility from pathogenic mutation carrier status or prior chest wall radiation.
- Provider recommendation for any woman 35 years of age or older with a predicted lifetime risk greater than twenty percent.
- Any woman who is 35 through 39 years of age. Please Note: Only one baseline mammogram allowable between this age range for beneficiaries not meeting other criteria.
- Any woman who is 40 years of age or older.

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.

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	<ul style="list-style-type: none"> • Section 2.3 – Outpatient Services – Outpatient Therapy by Licensed Practitioners • Appendix E-5 – Evidence Based Practices (EBPs) – Child/Parent Psychotherapy • Appendix E-6 - Evidence Based Practices (EBPs) – Parent/Child Interaction Therapy • Appendix E-7 – Evidence Based Practices (EBPs) – Preschool PTSD Treatment and Youth PTSD Treatment • Appendix E-8 – Evidence Based Practices (EBPs) – Triple P Positive Parenting Program • Appendix E-9 – Evidence Based Practices (EBPs) – Trauma-Focused Cognitive Behavioral Therapy • Appendix E-10 – Evidence Based Practices (EBPs) – EMDR Therapy • Appendix E-11 – Evidence Based Practices (EBPs) – DBT Therapy 	10/01/24
Durable Medical Equipment (DME)	<ul style="list-style-type: none"> • Section 18.1 – Services and Limitations • Section 18.4 – Provider Requirements 	10/08/24
Home Health	<ul style="list-style-type: none"> • Section 23.5 – Prior Authorization 	10/14/24
Personal Care Services (PCS)	<ul style="list-style-type: none"> • Table of Contents • Section 30.2 – LT-PCS - Covered Services • Section 30.7 – LT-PCS – Service Delivery • Appendix A – LT-PCS – Forms, Documents, and Links 	10/07/24
Pharmacy Benefits Management Services	<ul style="list-style-type: none"> • Section 37.3 – Reimbursement 	10/25/24
Supports Waiver (SW)	<ul style="list-style-type: none"> • Table of Contents • Section 43.0 – Overview • Section 43.4 – Covered Services • Section 43.7 – Provider Requirements • Appendix B – Service Procedure Codes/Rates 	10/07/24

Medicaid Public Notice and Comment Procedure

In accordance with La. R.S. 46:460.51, *et seq.*, prior to adopting, approving, amending, or implementing certain policies or procedures, the Department will publish the proposed policy or procedure for public comment. This requirement applies to managed care policies and procedures, systems guidance impacting edits and payment, and Medicaid provider manuals.

Proposed policy or procedure will be published on the LDH website for the purpose of soliciting public comments for a period of 45 days, unless the change(s) are deemed of imminent peril to the public health, safety, or welfare and requires immediate approval.

Refer to the link below the table containing changes to the provider services manual that are open for public comment.

1. Louisiana Medicaid (Title XIX) State Plan and Amendments
2. Louisiana Medicaid Administrative Rulemaking Activity
3. Medicaid Provider Manuals
4. Contract Amendments
5. Managed Care Policies and Procedures
6. Demonstrations and Waivers

<http://www.ldh.la.gov/index.cfm/page/3616>

Louisiana Medicaid Updates and Authorities

Keeping you **in**formed

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](#)

The mission of the Louisiana Department of Health is to protect and promote health and to ensure access to medical, preventive and rehabilitative services for all residents of the state of Louisiana.

LDH is committed to the highest standards of conducting its affairs in full compliance with state and federal laws, regulations and policies. To report fraud, or other violations of federal and state laws and regulations or violations of LDH policies, send an email to LDHreportfraud@la.gov or call the Internal Audit Unit at (225) 342-7498. When making a report, particularly if you choose to remain anonymous, please provide as much information about the alleged activity as possible. Try to answer the questions of Who, What, When, Where and How.

LOUISIANA DEPARTMENT OF HEALTH

ldh.la.gov



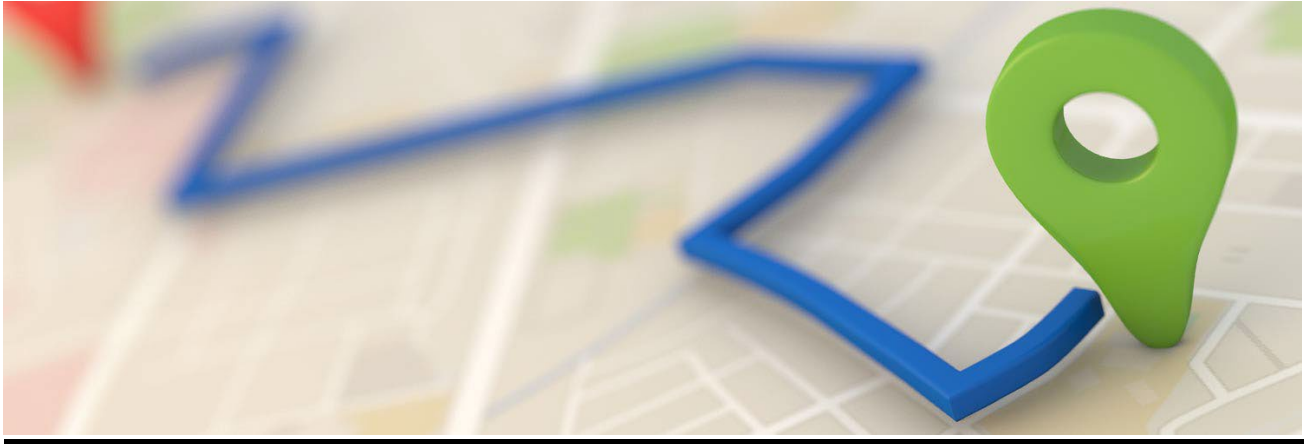


1. [Where is there a listing of Parish Office phone numbers?](#)
2. [If a recipient comes back with a retroactive Medicaid card, is the provider required to accept the card?](#)
3. [Does a recipient's 13-digit Medicaid number change if the CCN changes?](#)
4. [Are State Medicaid cards interchangeable? 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?](#)



- 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>

We are here! Directions, map, and parking information



[Directions, Map, and Instructions](#)

**Louisiana Department of Health
Bienville Building
628 North 4th Street
Baton Rouge, LA 70802**

[Directions From Lafayette](#)

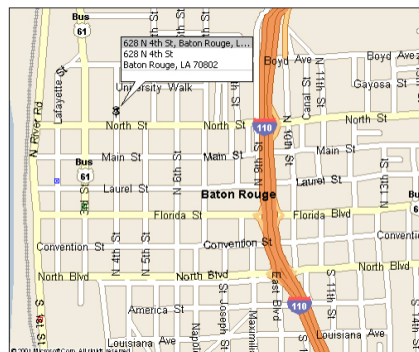
Take I-10 East to Baton Rouge.
At I-10 Exit 155B turn onto the ramp that merges onto I-110 North.
Take the North Street exit on your left.
Continue down North Street to the Bienville Building at the corner of North and 4th Streets.

[Directions From New Orleans](#)

Take I-10 West from New Orleans to Baton Rouge.
At I-10/I-110 Exit, merge onto I-110 North.
Take the North Street exit on your left.
Continue down North Street to the Bienville Building at the corner of North and 4th Streets.

[Directions From North Baton Rouge](#)

Take I-110 South.
After passing Capitol Access Road exit, take North 9th Street exit.
Follow service road alongside interstate.
Turn right onto North Street.
Continue down North Street to the Bienville Building at the corner of North and 4th Streets.



Parking Options:

Galvez Parking Garage
504 North 5th Street
Baton Rouge, LA 70802

Located at the corner of North and 5th Streets.

(Know your license plate number for validation purposes)

Do not back into parking spaces and do not park in any of the reserved spaces.

Street parking around the Bienville Building is available at a cost of \$0.25 every 15 minutes. This can be paid several ways, including the [Flowbird USA app](#), kiosks located on every block, and signs with QR codes and texting options throughout the downtown area.

There is a maximum limit of 2 hours daily to park on the street.

Checking In and Parking Validation Procedures:

You will need to proceed to the Bienville Building Front Security Desk to:

Check In and Receive Visitor Identification Badge

1. Once at the desk, please let the security guard know you are here to attend a meeting with **<name and phone #>** and the security guard will contact someone to come down to escort you up to the designated area.
2. You are required to provide official government issued identification to obtain a visitor identification badge.
3. Please wait in the main lobby for your escort.

Validate your Parking in the Galvez Parking Garage

1. ***Note that you only have 30 minutes from parking to validate or a citation will be issued.***
2. Use your cellular phone and scan the QR code by the Bienville Building Front Security Desk.
3. Enter the passcode (ask the security guard for the password).
4. Enter your license plate number.
5. A green check will show on your screen to confirm validation for 12 hours.

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](#)

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

Hospital Pre-Certification
1-800-877-0666

REVS Line
1-800-776-6323
(225) 216-(REVS)7387
[REVS Website](#)

Medicare Savings
1-888-544-7996
[Medicare Provider Website](#)

Point of Sale Help Desk
1-800-648-0790
(225) 216-6381

MMIS Claims Processing Resolution Unit
(225) 342-3855
MMISClaims@la.gov
[MMIS Claims Reimbursement](#)

MMIS/Recipient Retroactive Reimbursement
(225) 342-1739
1-866-640-3905
Medicaid.RecipientReimbursement@LA.gov
[MMIS Claims Reimbursement](#)

MES Long Term Care Claims Resolution Unit
MESLTCClaims@LA.gov

For Hearing Impaired
1-877-544-9544

Pharmacy Hotline
1-800-437-9101
[Medicaid Pharmacy Benefits](#)

Medicaid Fraud Hotline
1-800-488-2917
[Report Medicaid Fraud](#)