

## Welcome

Welcome to the **LOUISIANA MEDICAID PROVIDER UPDATE** newsletter.

Both leaves and temperatures have fallen bringing winter and a new year fast on their heels. Soon we will say goodbye to 2024 and hello to 2025. A whole new year is ahead of us. So, it's a pleasure to bring you the **DECEMBER EDITION** of the Louisiana Medicaid Provider Update newsletter. This issue is designed to provide important and valuable information about the Louisiana Medicaid program.

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.



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## The Louisiana Prescription Monitoring Program

*Compiled by:  
Office of Outcomes Research and Evaluation  
College of Pharmacy  
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The *2022 CDC Clinical Practice Guideline for Prescribing Opioids for Pain* recommends that clinicians who are prescribing initial opioid therapy should first review a patient's history of controlled substance prescriptions using a state prescription drug monitoring program (PDMP). A PDMP is an electronic database that tracks controlled substance prescriptions. PDMPs can help identify patients who may be at risk for overdose. PDMP data also can be helpful when patient medication history is unavailable and when care transitions to a new clinician.

The name of the Louisiana PDMP is the Louisiana Prescription Monitoring Program (PMP) and is administered by the Louisiana Board of Pharmacy. On June 12, 2017, Louisiana legislation was signed mandating the use of the PMP for opioid prescribers.

*The goal of the PMP is to improve the state's ability to identify and inhibit the diversion of controlled substances and other drugs of concern in an efficient and cost-effective manner and in a manner that shall not impede the appropriate utilization of these drugs for legitimate medical purposes.*

According to Louisiana Revised Statutes 40:973, prescribers of controlled dangerous substances in Louisiana who obtain a controlled dangerous substance license from the Louisiana Board of Pharmacy shall automatically be registered as a participant in the Prescription Monitoring Program (PMP). For complete statute, see [RS 40:973](#).

*The law says a prescriber with a controlled dangerous substance license from the LA Board of Pharmacy is automatically registered as a participant in the PMP.*

According to Louisiana Revised Statutes 40:978, a prescriber or his delegate shall access and review the patient's record in the Prescription Monitoring Program prior to initially prescribing any opioid to a patient and shall access the Prescription Monitoring Program and review the patient's record at least every ninety days if the patient's course of treatment continues for more than ninety days. For complete statute, see [RS 40:978](#).

*The law says a prescriber or delegate shall access and review the patient's PMP record:*

- ✓ before initially prescribing any opioid to a patient*
- ✓ at least every ninety days if treatment continues for that long*

### **Some Situations are Exempt from PMP Review**

The law says that the requirement shall not apply in the following instances:

- The drug is prescribed or administered to a hospice patient or to any other patient who has been diagnosed as terminally ill.
- The drug is prescribed or administered for the treatment of cancer-related chronic or intractable pain.
- The drug is ordered or administered to a patient being treated in a hospital.
- The Prescription Monitoring Program is inaccessible or not functioning properly due to an internal or external electronic issue. However, the prescriber or his delegate shall check the Prescription Monitoring Program once electronic accessibility has been restored and note the cause for the delay in the patient's chart.
- No more than a single seven-day supply of the drug is prescribed or administered to a patient.

*Accessing the PMP is not required for:*

- *Hospice patients or others diagnosed as terminally ill*
- *Treatment of cancer-related chronic or intractable pain*
- *Patients treated in a hospital setting*
- *Short periods of time that the PMP may be inaccessible, but the delay must be noted in the patient's chart and the PMP must be accessed once accessibility has been restored*
- *Prescribing of no more than a single seven-day supply*

## How Should Prescribers Use the Information from the PMP?

- Confirm PMP information with your patient.
- Provide potentially life-saving information and interventions.
  - Talk with your patient about the findings and any safety concerns, including increased risk for respiratory depression and overdose.
  - Offer naloxone as part of your patient's management plan to mitigate risk.
- Discuss safety concerns with other clinicians who are prescribing controlled substances for your patient.
- Do not dismiss patients from care based on PMP information.
- PMP information can be most helpful when results are unexpected, and clinicians should minimize bias in application.
- Screen for substance use when appropriate and discuss with your patient in a non-judgmental manner.

***Checking the PMP is an important step to improve opioid prescribing practices. Information from the PMP can alert prescribers to opportunities to provide potentially lifesaving information and interventions and can help inform point-of-care clinical decision-making to improve patient care and safety.***

The Prescription Monitoring Program is implementing a statewide comprehensive platform for healthcare professionals to review patients' controlled substance prescription history more quickly and efficiently. The goal of the integration project is to minimize any workflow disruption by providing near-instant and seamless access to critical controlled substance prescription history information to both prescribers and pharmacists. This platform utilizes current PMP prescription data and transfers it into electronic health records (EHR) and pharmacy management systems. This statewide integration is a key component of Louisiana's ongoing efforts to address the opioid crisis. For more information, refer to [Louisiana NARxCare EHR Integration](#).

***Accessing and viewing a patient's PMP report obtained through the integration platform complies with Louisiana's PMP Mandatory Use Law (R.S. 40:978).***

According to Louisiana Revised Statutes 40:978.3, each licensing board that regulates practitioners with prescriptive authority in Louisiana shall establish continuing education requirements as a prerequisite to license renewal. Each board shall develop continuing education criteria, to include drug diversion training, best practice prescribing of controlled substances, appropriate treatment for addiction, and any other matters regarding the prescribing of controlled dangerous substances that are deemed appropriate by the board. Each practitioner with prescriptive authority in Louisiana who holds a controlled dangerous substance license shall obtain three credit hours of continuing education as a prerequisite to license renewal with their professional licensing board. For complete statute, see [RS 40:978.3](#).

***Prescribers with a controlled dangerous substance license shall obtain three credit hours of continuing education related to controlled dangerous substances – including drug diversion training, best practice prescribing of controlled substances, appropriate treatment for addiction, and others deemed appropriate by the practitioner's licensing board.***

## Prescription Monitoring Program (PMP) Information for Prescribers and Pharmacists

For more information about Louisiana’s PMP, refer to the [Louisiana Board of Pharmacy PMP Program](#).

Registrants who wish to obtain access to the PMP must visit the [LA PMP Login Page](#) and select the “Create an Account” link to begin the process. During the registration process, the applicant will be required to provide specific information unique to them in addition to the Individual Access Code provided by the Board in order to gain immediate access. Any registrant who has not received an Individual Access Code or is unable to complete the online registration process should contact the PMP office for assistance, at (225) 925-6496, selecting Option "4". Once the PMP account has been established, the user will receive an approval email, along with an email verification request. These emails will come from [no-reply@louisiana.PMPAWARE.net](mailto:no-reply@louisiana.PMPAWARE.net). Please adjust any email filters in place to recognize that address as a valid email address.

For detailed assistance, please refer to the [User Registration Process Tutorial](#).

### Quick Reminder for Providers

#### Louisiana Medicaid Preferred Drug List (PDL) / Non-Preferred Drug List (NPDL): PMP Requirements for Scheduled Drug Requests

The Louisiana Uniform Prescription Drug Prior Authorization Form should be utilized when requesting authorization for non-preferred controlled substances or for requests to exceed MME limits or quantity limits. Section VI of the request form (see image below) should be completed for **ANY** type of controlled substance request. Please note that Section VI:C is **an attestation that the prescriber will access the PMP each time a controlled prescription is written for this patient** (see highlight below).

SECTION VI - This Section For Opioid Medications Only		
Does the quantity requested exceed the max quantity limit allowed? ___ Yes ___ No (If yes, provide justification below.)		
Cumulative daily MME _____		
Does cumulative daily MME exceed the daily max MME allowed? ___ Yes ___ No (If yes, provide justification below.)		
	YES (True)	NO (False)
	<b>THE PRESCRIBER ATTESTS TO THE FOLLOWING:</b>	
SHORT AND LONG-ACTING OPIOIDS		A. A complete assessment for pain and function was performed for this patient.
		B. The patient has been screened for substance abuse / opioid dependence. (Not required for recipients in long-term care facility.)
		C. <b>The PMP will be accessed each time a controlled prescription is written for this patient.</b>
		D. A treatment plan which includes current and previous goals of therapy for both pain and function has been developed for this patient.
		E. Criteria for failure of the opioid trial and for stopping or continuing the opioid has been established and explained to the patient.
		F. Benefits and potential harms of opioid use have been discussed with this patient.
LONG-ACTING OPIOIDS		G. An Opioid Treatment Agreement signed by both the patient and prescriber is on file. (Not required for recipients in long-term care facility.)
		H. The patient requires continuous around the clock analgesic therapy for which alternative treatment options have been inadequate or have not been tolerated.
		I. Patient previously utilized at least two weeks of short-acting opioids for this condition. Please enter drug(s), dose, duration and date of trial in pharmacologic/non-pharmacologic treatment section below.
		J. Medication has not been prescribed to treat acute pain, mild pain, or pain that is not expected to persist for an extended period of time.
		K. Medication has not been prescribed for use as an as-needed (PRN) analgesic.
	L. Prescribing information for requested product has been thoroughly reviewed by prescriber.	
IF NO FOR ANY OF THE ABOVE (A-L), PLEASE EXPLAIN:		

**References**

- [Louisiana Medicaid PDL.pdf](#)
- [Louisiana Prescription Monitoring Program](#)
- [Prescription Drug Monitoring Programs \(PDMPs\) | Overdose Prevention | CDC](#)
- [RS 40:973](#)
- [RS 40:978](#)
- [RS 40:978.3](#)

## In the Spotlight: Oxygen Equipment and Supplies



Clarifying language has been added to Section 18.1 Services and Limitations and Section 18.4 Provider Responsibilities of the Durable Medical Equipment (DME) Provider Manual concerning provider responsibilities related to access to oxygen equipment and supplies during an official state and/or federally declared emergency.

The changes are outlined below and can be viewed on [www.lamedicaid.com](http://www.lamedicaid.com):

- Medically essential backup oxygen and equipment supplied during an officially declared state or federal emergency shall not be classified as non-covered.
- Backup oxygen and equipment supplied outside of an officially declared state or federal emergency are not covered.
- Providers must ensure the availability of medical oxygen and related equipment during officially declared state or federal emergencies, when deemed medically necessary.

The Department will not provide reimbursement to providers for equipment and supplies that remain unused and are collected following an emergency.



## Electric Breast Pump Request Form Updates

The mother's date of birth is now a required field on the Electric Breast Pump Request Form. LDH posted the revised Electric Breast Pump form on [www.lamedicaid.com](http://www.lamedicaid.com) on October 16, 2024. The form is located on [www.lamedicaid.com](http://www.lamedicaid.com) under the Resources section by selecting "Forms, Files, Surveys and User Manuals."

Informational Bulletin 24-7 updates mandate that managed care organizations and Gainwell Technologies accept both versions of the form when submitted by durable medical equipment providers.



## New Third Party Liability Portal Functionality: BTPL Search



Effective November 12, 2024, the Louisiana Department of Health in collaboration with Gainwell Technologies implemented a significant upgrade to the Health Management Systems Third Party Liability (LDH GWT-HMS TPL) Portal. This improvement now enables users to access the Beneficiary Third Party Liability (BTPL) Database for up-to-date information.



This functionality enables users to search the BTPL Database. The search results will display all TPL policies associated with the specified member(s) where both Medicaid and TPL Policy are active, or where the Medicaid eligibility end date and the TPL policy end date fall within the last three years.

### TPL Portal Access and Additional Support

For additional details regarding the new search functionality, accessing the TPL Portal, or obtaining credentials, please refer to the User Manual available on the LDH website at [TPL Portal User Manual for Providers and Partners](#).

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

### REMINDER...



Cardinal Health has ceased the supply and distribution of the Kangaroo e-Pump and Kangaroo Joey capital equipment, along with 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.**

## National Influenza Vaccination Week

National Influenza Vaccination Week (NIVW) is a national awareness week focused on highlighting the importance of influenza vaccination. From December 2-6, 2024, we will observe NIVW, a reminder for everyone 6 months and older that there's still time to get a flu vaccine this season.

Flu remains a significant public health concern, and this week will serve to remind people that there is still time to get a flu vaccine—the only vaccine that protects against flu—to prevent flu illness and potentially serious complications.

While the holidays are a time to spread cheer, they also present more opportunities to spread flu and other respiratory viruses as people resume travel and gather with family and friends. NIVW is an important reminder to check off one thing no one should go through the holiday season without: a flu vaccine.

Flu activity during the 2020-2021 season was very low, likely because of COVID-19 prevention measures – and it's important to know that immune protection against flu decreases over time, so many people may have reduced immunity to flu this season. As we celebrate this holiday season, health experts at the Centers for Disease Control and Prevention (CDC) are particularly concerned about the impact reduced immunity could have on people who are already at higher risk of developing serious flu complications, including those with certain chronic health conditions like asthma, heart disease and diabetes.

Additional information about the seriousness of flu and the benefits of flu vaccination can be found on the CDC website or call CDC at 1-800-CDC-INFO.

### Resources:

<https://www.dhd10.org/influenza-vaccination-week/>

[https://www.cdc.gov/flu-](https://www.cdc.gov/flu-resources/php/nivw/index.html#:~:text=National%20Influenza%20Vaccination%20Week%20(NIVW,a%20flu%20vaccine%20this%20season.)

[resources/php/nivw/index.html#:~:text=National%20Influenza%20Vaccination%20Week%20\(NIVW,a%20flu%20vaccine%20this%20season.](https://www.cdc.gov/flu-resources/php/nivw/index.html#:~:text=National%20Influenza%20Vaccination%20Week%20(NIVW,a%20flu%20vaccine%20this%20season.)



## On the Calendar in . . . December 2024

Give the Gift of Sight Month  
National Impaired Driving Prevention Month  
National Safe Toys and Gifts Month

### WEEK

**December 1 – 7**

National Handwashing Awareness Week  
National Influenza Vaccination Week

**December 25 - January 2**

Hanukkah

**December 26 – January 1**

Kwanzaa



### Upcoming Holiday Observance

**LDH offices will be closed on  
December 25, December 26, January 1, and January 2.**

### DAYS

World AIDS Day	December 1
International Day of Persons with Disabilities	December 3
International Volunteer Day	December 5
Human Rights Day	December 10
Winter Solstice	December 21





## 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](mailto: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!



## Provider Developmental Screening Survey

Do you provide  
healthcare services to  
children and families?

We want to  
hear from you!



Take our survey! Help make the Louisiana developmental health system work for all!

[Do you work with children or pregnant and parenting families in Louisiana?](#) Tell us about your experiences!

Our survey will collect information from health care providers across the state about the developmental screening process.

As integral decision-makers in the healthcare system and the lives of your patients, your input on this 10-15-minute survey will help inform the resources we create to address your needs and improve screening and follow-up services for all Louisiana health care providers, children, and families.

Your participation will provide valuable insights about current screening practices, challenges, and opportunities for collaboration related to the system of care that supports children's health and development.



### You will answer questions about:

- Pediatric developmental screening at well-child visits
- Caregiver depression screening at well-visits
- Care coordination practices with families during and after well-child visits

### You can complete the survey by:

- Using your phone to scan the QR code
- Accessing the survey online at [bit.ly/4cc6z75](https://bit.ly/4cc6z75)

Want more information? Email [DevScreen@la.gov](mailto:DevScreen@la.gov) with any questions.





## 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 aged 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](http://www.lamedicaid.com) under the “Provider Manual” link:

Manual Chapter	Section(s)	Date of Revision(s)
<a href="#">Behavioral Health</a>	<ul style="list-style-type: none"> <li>Appendix E-4 – Evidence Based Practices (EBPs) – Multi-Systemic Therapy (MST)</li> </ul>	11/19/24
<a href="#">Professional Services</a>	<ul style="list-style-type: none"> <li>Appendix E – Claims Related Information</li> </ul>	11/25/24
<a href="#">Adult Day Health Care (ADHC)</a>	<ul style="list-style-type: none"> <li>Appendix E – Claims Related Information</li> </ul>	11/26/24
<a href="#">Children’s Choice Waiver (CC)</a>	<ul style="list-style-type: none"> <li>Appendix F – Claims Filing</li> </ul>	11/26/24
<a href="#">Durable Medical Equipment (DME)</a>	<ul style="list-style-type: none"> <li>Appendix B – Claims Filing</li> </ul>	11/27/24
<a href="#">EPSDT Health and IDEA – Related Services</a>	<ul style="list-style-type: none"> <li>Appendix C – Claims Filing</li> </ul>	11/27/24

## 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 informed

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](mailto: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](http://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 4<sup>th</sup> 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 4<sup>th</sup> 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 4<sup>th</sup> Streets.

## Directions From North Baton Rouge

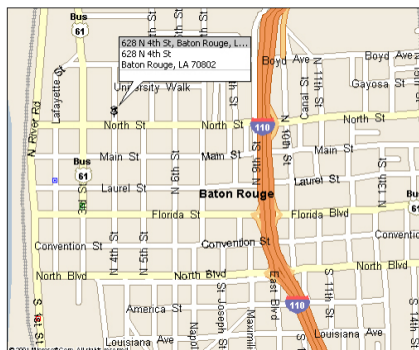
Take I-110 South.

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 4<sup>th</sup> Streets.



## Parking Options:

Galvez Parking Garage

504 North 5th Street

Baton Rouge, LA 70802

Located at the corner of North and 5<sup>th</sup> 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/EPSTDT – 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](mailto:MMISClaims@la.gov)  
[MMIS Claims Reimbursement](#)

**MMIS/Recipient Retroactive Reimbursement**  
(225) 342-1739  
1-866-640-3905  
[Medicaid.RecipientReimbursement@LA.gov](mailto:Medicaid.RecipientReimbursement@LA.gov)  
[MMIS Claims Reimbursement](#)  
**MES Long Term Care Claims Resolution Unit**  
[MESLTCClaims@LA.gov](mailto: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  
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