John Bel Edwards
GOVERNOR

Dr. Courtney N. Phillips
SECRETARY

State of Louisiana

Louisiana Department of Health
Bureau of Health Services Financing

MEMORANDUM

DATE: September 8, 2020

TO: Louisiana Medicaid Providers

FROM: Louisiana Medicaid

SUBJECT: Healthy Louisiana Open Enrollment begins October 15

Open Enrollment for Louisiana Medicaid enrollees is approaching. Between October 15, 2020 and November 30, 2020, enrollees can change their health plan without a qualifying reason, outside of their initial enrollment period. Please download the Open Enrollment Informational Flyer and display it in your office.

There are five health plans to choose from: Aetna, AmeriHealth Caritas, Healthy Blue, Louisiana Healthcare Connections and United Healthcare. In addition, for the first time, enrollees will have a choice between two dental plans. Previously, all Medicaid enrollees received dental coverage through one dental plan. There are two dental plans to choose from: DentaQuest and MCNA. Letters with information and instructions for choosing plans will be mailed in September to all enrollees that are included in this Open Enrollment period.

As a provider, it is important to let your patients know which plans you are accepting. **There are limitations on what you can tell an enrollee**. In general, you can inform enrollees which plans you accept, and the benefits, services and specialty care offered. However, you cannot:

- recommend one plan over another or incentivize a patient to select one plan over the other; or
- change an enrollee's plan for him/her, or request a disenrollment on an enrollee's behalf. These prohibitions against patient steering apply to participation in all Medicaid programs.

More details on Open Enrollment can be found in Informational Bulletin 20-18: Open Enrollment for Medicaid Managed Care Plans and Informational Bulletin 20-19: Open Enrollment for Medicaid Dental Plans.