



Louisiana Department of Health and Hospitals
Health Plan Advisory 13-13
August 5, 2013

Certificate of Creditable Coverage – Portability Letters

Certificates of Creditable Coverage are written certificates issued by a health plan or health insurance issuer to show prior health coverage. As the Department of Health and Hospitals determines the eligibility of members for enrollment into a Bayou Health plan, any requests for a Certificate of Creditable Coverage should be directed to DHH.

Bayou Health plans should route members to the Medicaid Customer Service Unit at 1-888-342-6207 to request the certificate. Members can also submit a request via email to MedWeb@la.gov.