



**Louisiana Department of Health
Informational Bulletin 17-4
July 24, 2017**

Amerigroup Louisiana Name Change

Effective Sept. 1, 2017, Amerigroup Louisiana will operate under a new name, Healthy Blue. The name change is part of a partnership Amerigroup entered with Blue Cross and Blue Shield of Louisiana to serve the Healthy Louisiana Medicaid program.

There will be no changes to contract and participation status for Amerigroup's network providers. However, participating providers will be sent an *Amendment by Notification* or *Amendment by Mutual Consent* to their contract. These amendments change the company name and add provisions related to the name change to the provider's agreement. There is no change to billing procedures, covered services or benefits.

The provider website will change. To familiarize providers with the new site, a web tour will be available on Amerigroup's [current provider website](#) under News and Announcements. The new website will be available Sept. 1, 2017 at <https://providers.healthyblue.la.com>.

The provider services phone number will be changing as well. Providers should continue to use the existing phone number (1-800-454-3730) until Sept. 1. At that time, the provider services phone number will change to 1-844-521-6942. [Informational Bulletin 12-27: Provider Issue Escalation and Resolution](#) will be updated Sept. 1 to reflect this change.

All health plan members will receive a new Healthy Blue member ID card, which will be effective Sept. 1. Amerigroup has issued letters to its actively enrolled Medicaid members, informing them of the collaboration, name change and ID card mailing. [Informational Bulletin 12-3: Member ID Cards](#) will be updated with the new Healthy Blue card prior to Sept. 1 as well.

Healthy Louisiana Open Enrollment

The Open Enrollment period for Healthy Louisiana began June 30 and will close Aug. 30. A letter was sent from Healthy Louisiana to all active enrollees detailing their choice options during this time period. These letters did not reference the impending Amerigroup name change. At the close of open enrollment, enrollees making an active health plan choice will receive another notice listing their selected health plan. These notices will be sent after Sept. 1 and will include reference to Amerigroup Louisiana's name change to Healthy Blue.