



Long Term Care Processing

Louisiana Department of Health, Medicaid

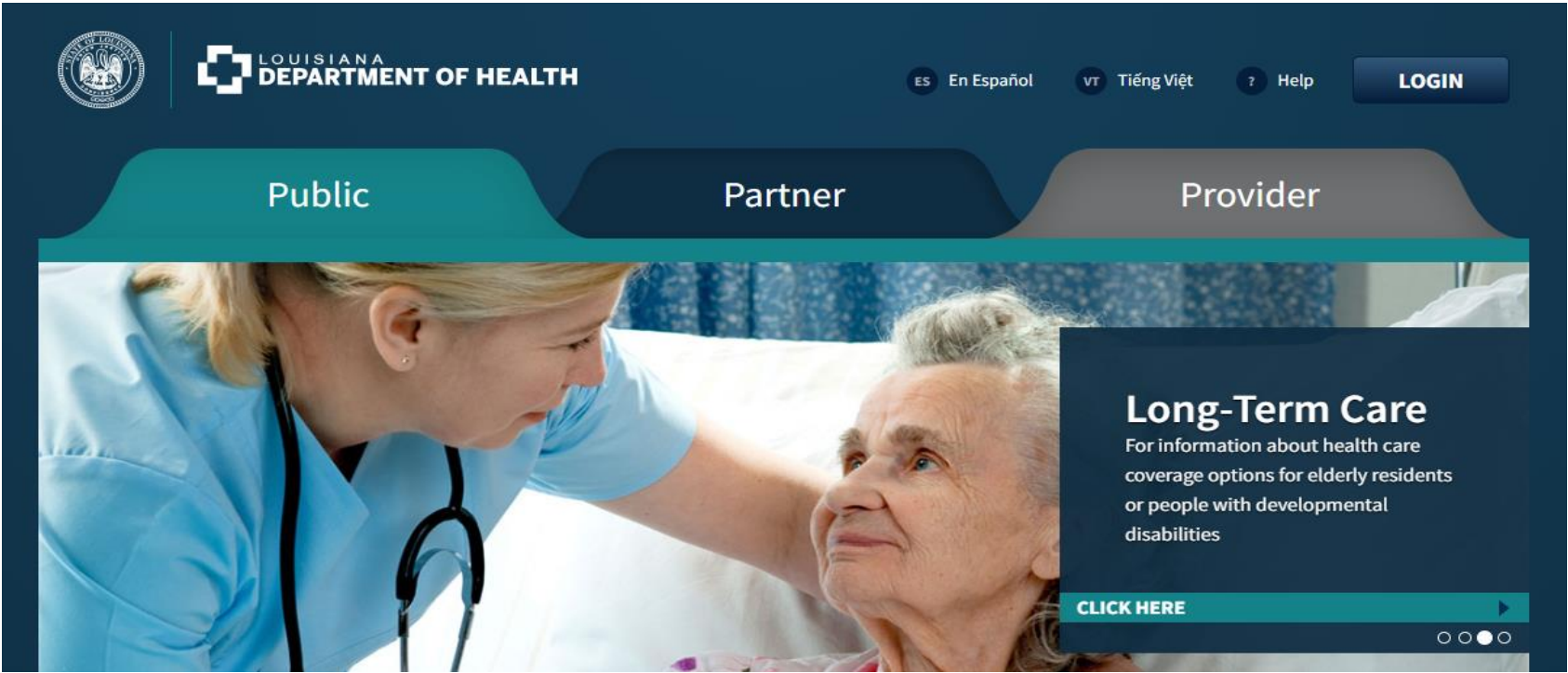
Louisiana Long Term Care Processing Center

- ▶ Centralized, statewide processing center is located in Opelousas, LA.
- ▶ LTC Processing Center handles initial and ongoing eligibility for nursing homes, group homes and waivers around the state.

Four Distinct Processing Units	
Admin Unit	Receives and processes phone calls, mail, and fax
Intake Unit	Receives and processes new applications
Case Load Unit	Manages changes to existing cases
Group Homes Unit	Manages cases for individuals with group homes

New Medicaid Self-Service Portal

Public	Partner	Provider
Online applications	Trusted Users	Facilities
Renewals and changes	Submit applications and check status on behalf of residents	Provider forms, including admits and status changes



Medicaid Regulations for LTC

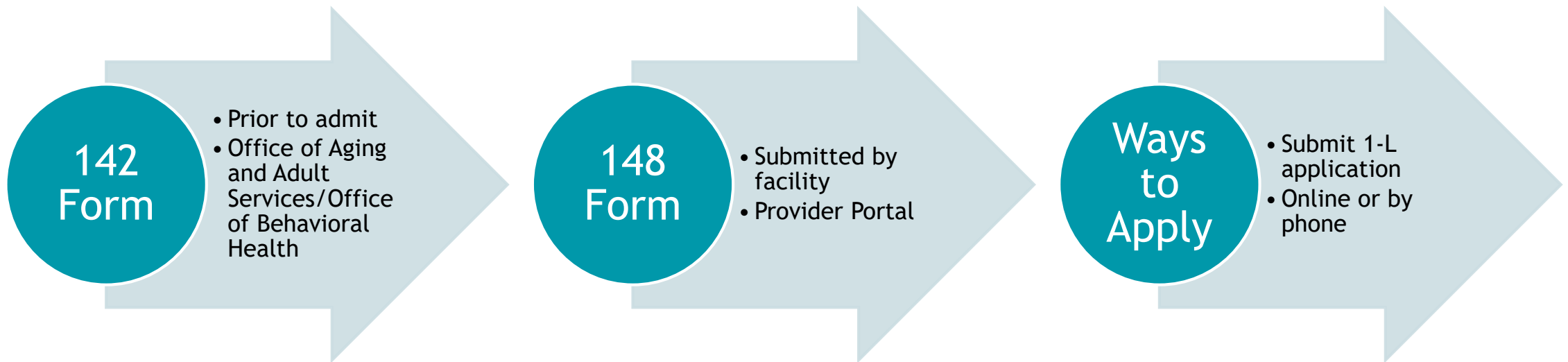
Timely Filings:

- ▶ Medicaid has 90 Days to complete application processing from the date the completed signed application is received.

1-L Application:

- ▶ Eligibility for LTC is based on medical and financial need.
- ▶ A 142 and 148 form must be submitted prior to an application.

LTC Application Process



Become a Trusted User

Increased access, more information and faster decisions

Trusted Users: Stay informed

Features:

- ▶ Submit applications on behalf of residents
- ▶ View status for submitted applications
- ▶ Submit renewal information on behalf of residents

Requirements:

- ▶ Nursing Facility Satellite Location ID #
- ▶ Authorized representative forms
- ▶ Mandatory training
- ▶ Willing participation



LTC Communications

How Medicaid Can Better Serve You

Common Billing Issues

- ▶ Breaks in stay and bed hold
- ▶ Billing beyond date of death
- ▶ Expired 142 form
- ▶ Untimely provider forms
- ▶ Incorrect data such as case ID number in lieu of Medicaid ID number

Common Questions

- ❑ What is the current status of the application?
- ❑ The application is processed. Why is the member not eligible in MEVS?
- ❑ Why is my claim denied?
- ❑ How can I get more assistance?
- ❑ Do I need to re-bill on denial codes 568, 159, and 173?

LTC Processing Center Contact Information

Web:

► <http://ldh.la.gov/contactltc>

Toll Free:

► 1-800-230-0690

Mail:

► 6069 I-49 Service Road, Suite B
Opelousas, LA 70570



LTC Processing Center - Web Contact

MEDICAID

Louisiana.gov > LDH > Medicaid

ABOUT MEDICAID

FOR PROVIDERS

FOR CHILDREN & FAMILIES

FOR WOMEN

FOR LONG-TERM CARE

MEDICAID BEHAVIORAL HEALTH

PHARMACY

REPORT ABUSE OR NEGLECT

Contact Us - Long Term Care

Choose one of the following:

I am a Long Term Care Recipient

I am a Long Term Care Applicant

I am a Long Term Care Provider

I have a general question

Contact Us - LTC Provider

E-Mail Address

Please provide the information below:

Facility type

Provider Name

Provider Number

Visit <https://sspweb.lameds.ldh.la.gov/selfservice/> if you need to look up this information.

Choose the option that best describes your issue

☐ Billing issue

☐ Status on application

☐ LTC coverage inquiry

Recipient's First Name

Recipient's Last Name

Billing Period/Dates of Service

Billing error reason

Did you contact DXC?

☐ Yes

☐ No

Renewing Coverage



Alert:

All LTC cases from the past 8 months need to be renewed during the month of May.



LTC Renewals in May

What You Need to Know

- ▶ Medicaid renewal letters for long term care enrollees will be mailed the first week in May
- ▶ Includes **all enrollees with renewal date between November 1, 2018 and June 30, 2019.**
 - This is roughly 75% of the long term care population, including some nursing facility and waiver recipients.
- ▶ Nursing facility staff that register as Trusted Users will be able to complete the renewal online on behalf of their residents that provide consent.
- ▶ All renewal letters will be sent to the authorized representative on file.
- ▶ Providers are encouraged to reach out to authorized representatives to ensure their proper address is on file with Medicaid.

Renewal Process

What to Expect

- ▶ Step 1: LDH will check eligibility in our system for all long term care enrollees who have a renewal date between November 1, 2018 and June 30, 2019.
- ▶ Step 2: Anyone that remains eligible within program limits based on data sources already available in the Medicaid system will be sent a Decision Letter noting their continued coverage.
- ▶ Step 3: Anyone that the system produces data indicating a discrepancy or that the person is over program limits will fall out to “standard renewal” and will receive a renewal letter.
- ▶ Step 4: LDH will provide nursing facilities and support coordination agencies on file with a list of persons in their care that received a renewal letter. Please work with these enrollees to assist them with submitting renewal information by the deadline indicated in the letter.
 - Requires the provider to be listed on enrollee’s case in Medicaid system
- ▶ **If they do not respond, they will lose coverage in June 2019.**

SAMPLE RENEWAL LETTER

Louisiana Medicaid/LaCHIP
P.O. Box 91283
Baton Rouge, LA 70821-9278

← Mail

LOUISIANA DEPARTMENT OF HEALTH Renewal Letter

Address

Case ID #: [REDACTED]
Date: 01/08/2019

Dear [REDACTED]

It is time to renew Medicaid coverage for your household.

There are three (3) ways to renew coverage. Choose the one that is best for you. You must do one of these things by **02/08/2019** or coverage will end. If you need more time, let us know. If you no longer want Medicaid coverage, let us know.

1. Renew online at **www.healthy.la.gov**.
2. Call toll free at **1-888-342-6207**.
3. Call toll free at **1-888-342-6207** to get a renewal form sent to you

Sincerely,
Medicaid Analyst

Email: MyMedicaid@la.gov

Fax Number: 1-877-523-2987

Phone Number: 1-888-342-6207

→ Email & Fax

You will not be able to submit verification documents online. This must be done through mail, fax or email as provided in the letter (see red arrows).

NOTE: This is a sample letter only and so the dates in the sample are not applicable to the upcoming renewal cycle. May renewals will have a different deadline date. A May renewal letter will be provided in next week's provider bulletin for an example.

Why were there LTC renewals in April?

Dual Eligibility

- ▶ Nursing facilities may have noticed some renewals in April
- ▶ These were not sent in error
- ▶ The April renewal was focused on individuals who were dually enrolled in the Medicare Buy-In Program
 - The buy-in program pays Medicare premiums for eligible individuals
- ▶ **Please be sure to complete the renewal** or assist members with completing their renewal so they may continue coverage in the Medicare Buy-In Program

Questions?

Louisiana Department of Health

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(225) 342-9500