Ending Medicaid Continuous Coverage

An Explanation of Upcoming Changes
• In March 2020, Louisiana Medicaid changed some of its eligibility rules in response to the federal COVID-19 Public Health Emergency (PHE). This included stopping closures for most Medicaid members.

• The recent passage of the 2023 Consolidated Appropriations Act (CAA) ends this continuous Medicaid coverage.

• As a result, beginning in April 2023, Medicaid will re-start reviewing eligibility for Medicaid members and closing anyone who is not eligible.

• Louisiana Medicaid currently provides health insurance coverage to just over two million individuals throughout the state which equates to approximately 40% of the Louisiana population.
Redetermination Timeline

- Eligibility redetermination is scheduled to begin at the end of April 2023 for the June 2023 renewal population.
- The first letters will mail out late April/first of May with a May 1, 2023 date.
- The first closures will be effective July 1, 2023.
- Renewals will be staggered over 12 months, taking 14 months total to complete redetermination.
• Some eligibility reviews can be completed by using information from electronic databases.
  o Many will require additional information which will require members to respond to mail.

• For this reason, it is VITAL that members confirm that Medicaid has their most up-to-date contact information, including cell phone numbers and email addresses.
  • LDH will allow individuals to submit requested information over the phone, via mail or email, online, and in-person
  • LDH will pre-populate renewal forms for individuals enrolled in Medicaid, CHIP, and BHP on a MAGI basis, consistent with federal requirements.

• Members who do not respond to requests for information risk losing their coverage, even if they are eligible.
Member Outreach and Education

• CAA places new requirements on states:
  • States must attempt a good faith effort in obtaining updated contact information from members prior to redetermining.
  • If a state receives a returned renewal packet with no updated address, states are required to attempt to reach the member in a second modality (ie. text, phone, etc.)
• Medicaid has launched an extensive outreach and communications campaign that includes traditional paid media and grassroots efforts to reach Medicaid members.
• We’ve already started television, radio and billboard advertisements.
And, in collaboration with our health plans, Medicaid has mailed out a second round of “pink letters” to all Medicaid households to confirm their contact information.

Any member who does not get a pink letter by the first of April probably has outdated contact information.

They need to update that information as soon as possible by contacting Medicaid or their health plan.
Assistance Requested

• We have also created flyers, cards and posters to help spread awareness and encourage members to update their contact information and watch for and respond to mail from Louisiana Medicaid.
  • The signage includes a QR code that provides members a link they can use to update their information.

• We are seeking your support to help prepare your Medicaid member patients for the upcoming redetermination process by:
  • Posting our signs in your office and sharing them with your patients.
  • Encouraging your patients to make sure Medicaid has their latest contact information, so they don’t miss important mail and risk losing their health coverage.
  • Using our contact information form to get the latest contact information updated for your patients.
Outreach Materials

**MEDICAID MEMBERS**
Don’t risk losing your health coverage.

Keep your contact information up to date, including your address, phone number, cell phone number and email. Choose the way that is easiest for you:
- Online at mymedicaid.la.gov
- By email at mymedicaid@lsha.gov
- By calling Louisiana Medicaid toll-free at 1-888-342-6207, or by calling your health plan (your plan number is on your insurance card).

Don’t miss important updates about your health insurance. If you do get a letter in the mail, follow the instructions and respond to Medicaid.

- www.healthy.la.gov
- DEPARTMENT OF HEALTH

**MEDICAID MEMBERS**
Don’t risk losing your health coverage.

**Contact Update Form**

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February 2023

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Member Resources

• The flyers, cards, forms and other materials are available in a tool kit available at www.healthy.la.gov.

• You can print these now, but we are also working to get copies of these to providers in the near future.

• Members can update contact information by:
  • Logging on to MyMedicaid.la.gov,
  • Emailing MyMedicaid@la.gov,
  • Calling their health plan on the number on their ID card or
  • Calling Medicaid’s Customer Service Center at 1-888-342-6207. Assistance is available Monday through Friday, 8 a.m. – 4:30 p.m.
  • Completing the Contact Update Form, found here: ldh.la.gov/assets/HealthyLa/Resources/ContactInformationForm.pdf
Key Messages for Medicaid Members

• Louisiana Medicaid is resuming eligibility reviews.

• Medicaid members need to:
  ✓ Keep their contact information up to date, including your cell phone number and email address.
  ✓ Check their mail for letters from Louisiana Medicaid/LaCHIP.
  ✓ Respond to requests for information. Not responding could cause members to lose their health coverage, even if they are eligible.
THANK YOU

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