



OUTSTATION PROGRAM

MEMORANDUM OF AGREEMENT PROCESS (MOA)

BACKGROUND:

Established in 2016, the Medicaid Outstation Program was created to assist Application Centers by assigning an analyst to prioritize processing applications submitted by the site. To become an Outstation site, a facility must adhere to specific guidelines outlined in the Memorandum of Agreement (MOA), among other requirements. The MOA is a binding contract between the Louisiana Department of Health and the prospective Outstation site, taking effect upon signature by both parties and remaining valid until nullified. Below is an overview of the MOA process for potential host sites.

PROCESS FLOW:

1. The potential host site will submit a New Request Site Form to Outstation@la.gov.
2. The Outstation Program Manager will inform the local Medicaid Regional Administrator (MRA) of this request.
3. The MRA or their designated appointee will conduct an on-site visit to evaluate the potential location for a Medicaid Outstation analyst.¹
4. Once the site is approved, LDH will provide the Host with a copy of the MOA, which must be reviewed and signed by the Chief Financial Officer or Chief Executive Officer.
5. Once the MOA is fully executed, the MRA will coordinate with the Host contact to discuss onboarding requirements and establish a mutually agreed-upon start date for the Outstation analyst(s).
6. To nullify the agreement, the Host should request nullification of the MOA after a minimum of a year of service and 30 day written notice which can be sent to Outstation@la.gov.

All inquiries concerning the MOA can be forwarded to Outstation@la.gov.

¹ Site Visits are not required when requesting a remote analyst.