



**Louisiana Department of Health
Informational Bulletin 23-15
September 6, 2023**

Louisiana Healthcare Connections Termination of Dental Value-Added Benefit Coverage

Effective January 1, 2024, beneficiaries ages 21 and older enrolled with Louisiana Healthcare Connections for physical health benefits will no longer have access to dental services as a value-added benefit. Coverage ends December 31, 2023, so all services must be completed before that date.

Requests to change health plans

All Medicaid beneficiaries will have the opportunity to change health plans during Open Enrollment from October 15 through November 30, 2023.

Communications with patients

As a provider, it is important that you let your patients know which health plans you are accepting for value-added benefits. **There are limitations on what you can tell a patient regarding their options.**

When you enroll with a health plan, your provider services representative should explain these limitations to you. In general, you can inform patients which health plans you accept, as well as the benefits, services and specialty care offered. You may not:

- Recommend one health plan over another or incentivize a patient to select one health plan over the other; or
- Change a patient's health plan for him/her or request a disenrollment on a patient's behalf. These prohibitions against patient steering apply to participation in all Medicaid programs.

Providers **can** allow patients to use computers, phones and other equipment at provider offices to assist them in selecting or changing their health plan. You may reference [Informational Bulletin 12-31](#) for additional details on communications with your patients.

If you have any questions about this bulletin, please contact Kevin Guillory at kevin.guillory@la.gov or (225) 225-342-7476.