



Louisiana Department of Health Wells Compliance Bulletin 17-4 September 12, 2017

Wells Litigation and Re-Issuance of Notices

This bulletin clarifies the requirement for notice reissuance to Medicaid members, reiterating procedures set forth in prior memos and guidance.

For any notice that is found to be noncompliant with the Wells stipulation, the contractor or LDH program office shall re-issue a notice to the recipient/member within 72 hours of notification of noncompliance. Services for these individuals will only be reinstated if the original notice was a reduction or termination of benefits. If a recipient/member is no longer with the health plan, no longer Medicaid eligible, or the denial has been reversed since the original notice, a re-issued notice or continuation of services is not required.

Contractors and Louisiana Department of Health (LDH) program offices are also required to re-issue notices and reinstate services for all notices (not just those in the sample pull) with similar noncompliance issues. If the contractor or LDH program office is unable to locate denial notices with similar non-compliance issues, this must be addressed in the remediation plan.

If you have questions, please email Kimberly Sullivan, Deputy General Counsel, at Kimberly.Sullivan@la.gov.