



Louisiana Department of Health Wells Compliance Bulletin 18-2 April 18, 2018

Notice Reissuance and Corrected Notices for Remediation Plans

This bulletin provides clarifications regarding notice reissuance to Medicaid members and the remediation plan requirement to provide two corrected notices for each service type found deficient in the sample. Contractors should begin implementation of this guidance immediately.

Reissuance of Notices

- **Reissue Date**
 - Members whose sampled notices were denoted as non-compliant by LDH must be reissued a corrected notice. Reissued notices must include the reissued date.

- **Reissue Statement**
 - Reissued notices shall include a statement advising the member that the notice is a reissued notice and provide the reason for the reissue. For example, "This letter is being reissued to make sure you understand why your request was denied." The reissue statement shall appear prominently above the introductory paragraph.

Two Corrected Notices Requirement for Remediation Plans

- For any notice found noncompliant, a total of two corrected notices in that same service type must accompany the remediation plan. The two corrected notices must be for notices found noncompliant in the sample LDH reviewed and not a random selection by the contractor pulled from notices outside of the sample. If only one notice was denoted deficient for a service type, the contractor need only return that one corrected notice.
 - Both the original and corrected version of the notice must be included with the remediation plan.

For questions regarding this bulletin, feel free to email Tahirah.Rashadeen@la.gov.