

# Making MEDICAID Better

For your FAMILY. For your HEALTH. For our STATE.

## MESSAGE FROM DHH SECRETARY BRUCE D. GREENSTEIN



After spending the past several weeks traveling the state and listening to concerns from recipients, medical providers, health advocates, and other stakeholders, I realized many of you had questions about our plan to transform Louisiana's Medicaid program. I understand the tremendous impact the state's health coverage system has on our residents and medical providers, and it is obvious we must begin managing patients' care to offer a higher quality of life for the people we serve.

As we progress toward transforming Medicaid, we want feedback on how we can provide better care. In moving away from our predictable path, which we know produces poor health outcomes, we will need everyone's input and solutions to create an effective method of delivering better, stronger, quality health care. My approach is to engage as many people as possible in a collaborative way, as each of us plays a role in shaping the future of Medicaid in our state.

To further our dialogue about transforming Medicaid, we are spending the coming weeks holding forums in every region of the state. The schedule for those regional meetings is available at [www.MakingMedicaidBetter.com](http://www.MakingMedicaidBetter.com). Please visit this site for details about meetings in your area.

Our proposed reforms are significant changes that we firmly believe will improve the lives of our citizens. It is imperative that we approach these changes together, and I look forward to our continued dialogue.

As always, if you have specific questions you would like us to address about our plans for coordinating care, please contact me at [bruce@la.gov](mailto:bruce@la.gov).

Sincerely,  
Bruce D. Greenstein  
Secretary, DHH

## FEATURED QUESTION

**Q:** How will managing care for Medicaid enrollees be an improvement over the current fee-for-service system?

**A:** We know the current fee-for-service system is not sustainable, and it does not lead to good health outcomes. Too often, our state is ranked at the bottom of national health indicator lists, and we must change the status quo. We need health care that takes care of our patients, emphasizing preventive treatment and focusing on quality rather than quantity of procedures. Managing care is better than not managing care, and Louisiana must look at how we can do this effectively. More than 41 other states have adopted a system for managing care for Medicaid enrollees, and over and over again, this strategy has proven to produce better health outcomes at lower costs. In fact, our neighbor, Mississippi, is launching its Medicaid managed care plan in January. Fee-for-service does not allow for incentives for either the recipient or the provider. Managing care allows us to build those incentives into the system and build a healthier Louisiana.

## HELPING RECIPIENTS

**FACT:** Forty-four percent of children in Medicaid with asthma visited an emergency room last year. Asthma is a manageable disease, and the right coordination of care will prevent many unnecessary ER visits. See more facts about helping recipients at [www.MakingMedicaidBetter.com](http://www.MakingMedicaidBetter.com).

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## Making Medicaid Better Regional Forums

The Department of Health and Hospitals will host forums around the state in November and December to discuss the proposed plan for transforming Medicaid. Stakeholders and other interested parties are invited to attend, ask questions and make suggestions about this proposal for managing care for Medicaid enrollees. DHH will provide a live video feed from the forums as technology permits for those who are unable to attend in person. Visit [www.MakingMedicaidBetter.com](http://www.MakingMedicaidBetter.com) for details on regional forums.

Forums are scheduled in different regions on the following dates:

- **November 17, Wednesday**  
Capital area
- **December 7, Tuesday**  
Northeast Louisiana region
- **December 8, Wednesday**  
Northwest Louisiana region
- **December 9, Thursday**  
Acadiana region
- **December 10, Friday**  
Central Louisiana region
- **December 13, Monday**  
Northshore region
- **December 14, Tuesday**  
Southwest Louisiana region
- **December 15, Wednesday**  
South Central Louisiana region
- **December 16, Thursday**  
New Orleans area

## Contact Us

Your feedback is important to us as we move forward in transforming Louisiana's Medicaid program. For the latest information or to share your comments, please visit [www.MakingMedicaidBetter.com](http://www.MakingMedicaidBetter.com), e-mail [coordinatedcarenetworks@la.gov](mailto:coordinatedcarenetworks@la.gov), or call toll-free 1-888-342-6207.



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