



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

MEMORANDUM

DATE: August 25, 2020
TO: Louisiana Medicaid Providers
FROM: Louisiana Medicaid
SUBJECT: UPDATE: EMS Services Eligibility and Claims

Per the Families First Coronavirus Response Act (FFCRA), Medicaid members who are approved on or after March 18, 2020, for Emergency Medical Services (EMS) will remain open for the duration of the COVID-19 emergency period. The Medicaid Eligibility Verification System (MEVS) will not show an end date for EMS coverage as it normally would.

MEVS may show "Active Coverage: Eligible for Medicaid on Plan Date," but coverage for Medicaid members in the EMS eligibility group is limited to treatment of emergency medical conditions that occurs during a verified emergency period.

Claims will pend until a review is complete and a decision notice is sent. Claims will only be paid if services were delivered during a verified emergency period.

Providers should reach out to the recipient if they have a pending EMS claim after 90 days. This may indicate that the dates of coverage requested in the claim were not within the verified emergency period, and providers will need to re-submit the claim for only the services provided within the verified emergency period dates.

If providers cannot reach the recipient, they may contact the Medicaid Customer Service Unit by calling 1-888-544-7996 or emailing MEDT@la.gov to verify dates of coverage.