

Welcome to Healthy Louisiana

In your discharge packet you should have:

- Health plan card
- Healthy Louisiana card (if new to Medicaid)
 - If you had Medicaid in the past, but have lost your card, you will need to request a card from your local Medicaid office when you release
- Welcome packet from your health plan
- Post-release health care appointments (if any were made for you)



Important information for after release:

- It can take up to **10 days** for your Medicaid benefits to become activated post-release. You may not be able to obtain health care services during this time. Contact your health plan if you encounter difficulties.
- Be prepared to bring your Medicaid cards with you for any health care appointments.
- Please call Medicaid after release to confirm/update your address (and any time you move) at 1-888-342-6207.
- You will receive a welcome call from your health plan in the first week. Use this time to ask any questions.
- You will be contacted by mail approximately 60 days post-release to re-verify income eligibility for Medicaid.
 - Failure to re-verify will result in your Medicaid case being **closed**.
- You **must** contact Medicaid if you have any life changes - marriage, divorce, birth of child, moving or obtaining health insurance through another source.

Frequently asked questions/common post-release issues:

- **My Medicaid card isn't in my discharge packet.**
Contact your health plan or the Medicaid DOC Program Manager (225-342-5375) to request a new card.
- **I tried to use my Medicaid card at the doctor/pharmacy and was told that I don't have coverage.**
It may take 7-10 days from release for Medicaid benefits to activate. If you still encounter difficulties, contact your health plan, your P&P officer, or the Medicaid DOC Program Manager (225-342-5375) to resolve.
- **I lost my Medicaid cards.**
Contact your health plan to request new cards. Some plans let you download or print a card from their website.
- **I don't like the health plan I picked. Can I change my selection?**
Within the first 90 days after release, you can contact Healthy Louisiana and request to change plans.
After 90 days, you can only request changing your health plan IF your current plan changes or stops providing the health care services you need, or you are not able to get the care that you need. Otherwise, you must wait until Open Enrollment.

If you have additional questions about Medicaid you can:

- Read through your welcome packet.
- Contact your health plan's customer service (phone number on back of your card).
- Call Healthy Louisiana's customer service at 1-888-342-6207.
- Call the Medicaid DOC Program Manager at 225-342-5375.
- Visit the Healthy Louisiana website (www.myplan.healthy.la.gov) or your health plan's website or mobile app.

