

Healthy Louisiana: Information for Releasing Offenders




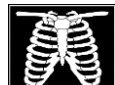




What is Healthy Louisiana?

- Healthy Louisiana is Louisiana’s Medicaid program.
- Healthy Louisiana provides health insurance to people or families who are low income.
- Traditionally, Medicaid provided health insurance for children, pregnant mothers, seniors, and people who are disabled. On July 1, 2016, Gov. Edwards expanded Medicaid to include low-income adults aged 19-64 years old. In the past, this population was not eligible for Medicaid.
- Medicaid is free to you
- You may have to pay a small cost (“co-pay”) for certain medications.
 - The co-pay may be 50 cents, \$1, \$2 or \$3 depending on the drug.

The Healthy Louisiana Managed Care Plans



What does Medicaid Cover?

Doctor visits (including behavioral health & specialists) 	Pharmacy (Medications) 	Immunizations (Vaccines) 	X-rays & Other Diagnostic & Screenings 
Hospitalizations 	Family Planning & Pregnancy 	Emergency Care 	Non-emergent Transportation 

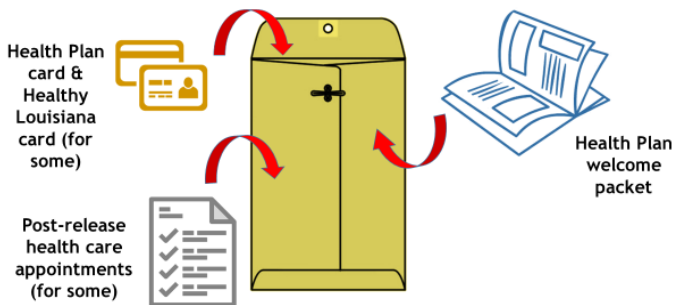
What does Medicaid Cover?

- Speech/language therapy
- Physical therapy
- STD services
- Dialysis
- Hearing/audiology
- Medical equipment
- Occupational therapy

Some of the Healthy Louisiana plans offer additional coverage for



Materials Inside Your Discharge Packet



Important Information for after Release

- It can take up to 10 days for your Medicaid benefits to activate post-release. You may not be able to obtain health care services during this time. Contact your health plan if you encounter difficulties.
- Please call Medicaid after release to confirm/update your address (& anytime you move).
- Expect a welcome call from your health plan in the first week. Use this time to ask questions about your care needs
- You will be contacted via mail to re-verify your income eligibility for Medicaid post-release. Expect a letter from Medicaid approximately 60 days post-release.
 - Failure to re-verify will result in your Medicaid case being closed. If this happens, you will have to apply all over again.
- You must contact Medicaid if you have any life changes - marriage, divorce, birth of child, change address, or obtain health insurance from another source.
- You will receive Form 1095-B for your tax purposes for any year you were enrolled in Medicaid.

Notes:

Finding a Doctor & Other Providers, Transportation



- Your Health plan may have auto-assigned you to a primary care provider (PCP). Refer to your card for their name. You will need to contact your health plan to change your PCP.
- Your health plan can help you find a doctor or other health care provider in their network who is close to where you live or work.
- Your health plan can also recommend pharmacies that are in their network.
- Call the customer service 1-800 number on your card, visit your health plan's website, or download their smartphone app.
- Schedule transportation at least 48 hours in advance of your appointment. Contact your health plan to schedule.

I don't like the health plan I picked. Can I change my selection?

- **First 90 days after release**
 - You can request that your health plan be changed in the first 90 days after release. Please contact Healthy Louisiana to request this change.
- **After 90 days**
 - You can request your health plan be changed only *if* your health plan changes or stops providing health care services you need or you are not able to get the care you need.
- **Otherwise, you must wait until Open Enrollment**
 - Open Enrollment is the 60-day-period when all Medicaid members can change plans. This happens only once per year. Your health plan will notify you when Open Enrollment will begin.

Employment & Medicaid



- If you obtain health insurance from your employer, you must notify Medicaid to end your Medicaid coverage.
- If you obtain health care coverage through your employer, but then subsequently lose your job, you can reapply for Medicaid coverage.
- If you obtain health insurance through the Affordable Care Act (aka the Federal Marketplace or "Obamacare"), you must notify Medicaid to end your Medicaid coverage.
- If your income at the time of annual renewal exceeds the allowable limit, your Medicaid will be closed.

Common Post-release Medicaid issues

- My Medicaid card isn't in my discharge packet:
 - Contact your health plan or P&P officer (to call LDH) or
 - Contact Medicaid Customer Service 1-888-342-6207 or
 - Call the transition specialist at the facility you released from
- I tried to use my Medicaid card at the doctor (or pharmacy) and was told that I don't have coverage (or only have hospital coverage)
 - *Remember Medicaid may take 7-10 days from release to activate
 - Contact your health plan or P&P officer (to call LDH) or
 - Contact the Medicaid Customer Service 1-888-342-6207
- I lost my Medicaid Cards
 - Contact your health plan for new cards
- I'm not sure I applied for Medicaid before I left prison
 - Contact your P&P officer & have them contact LDH Medicaid or
 - Contact the Medicaid Customer Service 1-888-342-6207

I still have questions about Medicaid. Who can I talk to?

While you are incarcerated:

- Talk to your facility's transition/re-entry specialist.
- You can write a letter to:

Attn: DOC Program Manager
Louisiana Department of Health
Medicaid Director's Office
P.O. Box 91030, Baton Rouge, LA 70820

After you release:

- Contact Medicaid customer service 1-888-342-6207
- Contact your health plan's customer service (see back of your card for phone #)
- Read through your health plan's welcome packet
- Visit the Healthy Louisiana website or your health plan's website (you may need to log in)
- Download the Healthy Louisiana smartphone app and/or download your health plan's app

Notes:
