

# Application Center Monthly Contact

Presented by:

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- **TPL Updates**
- **Open Enrollment**
- **Single Pharmacy Benefit Manager**
- **Gap Filling Process**
- **Train Your Brain**
- **Reminders**

- Members with an active health plan can contact their plan directly to add or update Third Party Liability (TPL) information.
- Legacy/Traditional Medicaid Members can contact HMS at 1-877-204-1324 to add or update their TPL information.
- Providers can update TPL info on behalf of members, if requested, using the applicable online Medicaid Recipient Insurance Information Update fillable form.
- Two forms are available: the first form is for people enrolled in Private Insurance Plans and Medicare Advantage Plans, and the second form is for people enrolled in Traditional Medicare Only Plans.
- The forms can be located under Resources ➔ Forms/Manuals/Surveys/User Manuals ➔ Online Forms on <http://www.lamedicaid.com>.

# TPL Updates (cont.)

- When completed, the Medicaid Recipient Insurance Information Update Form should be submitted to the appropriate health plan or to Medicaid via fax or email, using the details provided in the drop-down box.

**Louisiana Department of Health – Medicaid Recipient Insurance Information Update**  
(send this form via fax or email)

**TO:** LDH-TPL Unit - phone: 225-342-4510, fax: 225-389-2709, email: [tpl.inquiries@la.gov](mailto:tpl.inquiries@la.gov)

**Urgent must include:**

- HMS - phone: 1-877-204-1324, fax: 1-877-204-1325, email: [latpr@gainwelltechnologies.com](mailto:latpr@gainwelltechnologies.com)
- Aetna Better Health - phone: 1-855-242-0802, fax: 1-844-479-2590, email: [so-plab-medicaidcobintegrity@aetna.com](mailto:so-plab-medicaidcobintegrity@aetna.com)
- AmeriHealth Caritas - phone: 1-888-922-0007, fax: 1-215-863-5423, email: [tpl@amerihealthcaritas.com](mailto:tpl@amerihealthcaritas.com)
- Healthy Blue - phone: 1-844-521-6942, fax: none, email: [cuohi@healthyblueela.com](mailto:cuohi@healthyblueela.com)
- Humana Healthy Horizons - phone: 1-800-448-3810, fax: 1-502-508-6196, email: [medicaidtpcob@humana.com](mailto:medicaidtpcob@humana.com)
- Louisiana Healthcare Connections - phone: 1-866-595-8133, fax: none, email: [lhcc\\_memberadvocate@centene.com](mailto:lhcc_memberadvocate@centene.com)
- United Healthcare Community Plan - phone: 1-866-675-1607, fax: none, email: [uhc\\_la\\_tpl\\_asisst@uhc.com](mailto:uhc_la_tpl_asisst@uhc.com)

**Date:** (mm/dd/yyyy) **Required**

**From:** LDH-TPL Unit - phone: 225-342-4510, fax: 225-389-2709, email: [tpl.inquiries@la.gov](mailto:tpl.inquiries@la.gov)

**Submission Status:**

**RECIPIENT INFORMATION**

<b>Patient Name:</b> (required)	<b>Parish of Residence:</b>
<b>Medicaid ID Number:</b> (required)	<b>Date of Birth:</b> (mm/dd/yyyy) (required)
<b>Date of Service:</b> (mm/dd/yyyy)	

**ADDING INSURANCE**  
Use this section to update the patient's file by adding the following insurance

<b>Policy Holder Name:</b> (required)	<b>Insurance Company:</b> (required)
<b>Policy Holder SSN:</b> (required)	<b>Street Address:</b>
<b>Policy Holder Date of Birth:</b> (mm/dd/yyyy) (required)	<b>City, State, ZIP:</b>
<b>Scope of Coverage:</b> (optional)	<b>Policy Number:</b> (required)
<b>Coverage Effective Date:</b>	<b>Group Number:</b>

- Healthy Louisiana Open Enrollment is October 15<sup>th</sup> through December 1, 2025.
- Any changes made during Open Enrollment will go into effect on January 1, 2026.
- All six health plans provide the same basic benefits, but not all doctors accept all plans.
- Health plan changes can be made on the Healthy Louisiana website - <https://www.myplan.healthy.la.gov>, on the Healthy Louisiana app, by calling Healthy Louisiana at 1-855-229-6848, or by mail or fax.

- Members can view a list of providers who accept their plan by visiting the Healthy Louisiana website. To access this information, select the “Choose” option and then click “Find a medical or dental provider.”
- Plan comparison charts can also be viewed on the website by selecting the “Choose” option and then clicking “Compare plans.”
- The 2025 Health Plan and Dental Plan Comparison Charts can be found in the AC Resource Library’s forms section. They are available in English and Spanish. Updated charts will be added to the library soon.

- Effective October 1, 2025, The Healthy Louisiana plans no longer use Magellan Medicaid Administration Inc. as a single pharmacy benefits Administrator. Each of the six health plans, will manage its own pharmacy services – including prior authorizations, claims processing, and prescription coverage.
- This change will not affect people on Legacy Medicaid. Their pharmacy services will remain with Gainwell Technologies, and prior authorization requests will still be handled by the University of Louisiana at Monroe.

- **Gap filling rule**- annual income has to be less than 100% of the Federal Poverty Income Guideline (FPIG). People are considered if the GAP filling indicator is marked "yes" on their FFM application. They can also be considered on non-FFM applications if they file taxes. This process considers annual income, helping families with fluctuating earnings.
- **Advance premium tax credit (APTC)**- A tax credit you can take in advance to lower your monthly health insurance payment (or "premium"). When you apply for coverage in the Health Insurance Marketplace®, you estimate your expected income for the year. If you qualify for a premium tax credit based on your estimate, you can use any amount of the credit in advance to lower your premium.

- Individuals have to file taxes to be considered for the APTC. If they are over income and indicated that they will not file taxes, they will receive a decision letter that states, *“Individuals from families that file taxes may have their eligibility considered using annual income. Annual income was not used because, based on the information you provided, your family will not file taxes. Policy Reference MEM I-1556.”*

- If a person files taxes, GAP filling will be considered if a person is under the APTC based on their annual income or over MAGI (Modified Adjusted Gross Income) based on their monthly income. It does not matter how they applied. In these instances, applicants will be asked to submit their income from the past year.
- Applicants must meet specific APTC Filing Unit rules, which differ from standard MAGI rules. This credit does not apply to MSP applications.
- Our system automatically evaluates all applications and referrals to ensure no applicant is left behind when considering household eligibility.

## Carlos' Story: How the Gap Filling Rule Works

Carlos and his wife file taxes jointly and claim their child as a tax dependent. Carlos applied for Medicaid in July and reports he just started earning \$3200 a month. His income details show no income in previous months. His income from July through December puts him in the "Gap", above the MAGI monthly income limit and below the APTC annual income limit.

When the State looks at his projected annual income for a household size of 3, the family is below 100% of the Federal Poverty Level which is \$26,650. Based on annual limits, his family is Medicaid eligible.



	Medicaid Eligibility	FFM APTC Eligibility
Monthly Income	\$3,200	N/A
Annual Income	N/A	\$19,200 (Below 100% FPL)
Result	Not eligible based on monthly income	Not eligible through Marketplace
With Gap Filling Rule	Eligible for Medicaid using annual income	N/A

# Train Your Brain



The Annual income has to be less than 150% of the FPIG to qualify for the GAP Filling Rule.



True or False?

False – The answer is 100%.

Which of the following actions can applicants, enrollees, and Trusted Users perform in the Self-Service Portal?

- A- Submit an Application 
- B- Create an Account
- C- Submit a Case Change
- D- All of the Above

D- All of the Above

Which of the following is a type of case change that an applicant/enrollee can submit through the SSP?

- A- Report if someone's disability or pregnancy has ended 
- B- Report if there is a change in employment income, expenses, or resources
- C- Request a new Medicaid card
- D- All of the Above

D- All of the Above

The SSP allows you to view Medicaid applications submitted by any Application Center in Louisiana.



True or False?

False

- AC Resource Library – Check it DAILY
- Ensure you log into the PARTNER portal and not the Public or Provider portal.
- Adhere to Medicaid guidelines
- Trusted Users must conduct Face-to-Face interviews
- For issues with newborns, email [NEU@la.gov](mailto:NEU@la.gov)
- EMS
  - Submit medical records immediately upon receiving the denial due to non-citizenship. They should be sent to the EMS Rightfax (225) 389-2748 (Local) or (877) 747-0996 (Toll-free).
  - For aged EMS claims, email the EMS Aged Claims Status Request form (on the AC Resource Library) to [MEDT-EMS@la.gov](mailto:MEDT-EMS@la.gov).
- AC Meetings are conducted on your behalf. Attendance is required and participation is encouraged.

## Code 155 Denials

- Individuals with Emergency Services limitations on their benefits require a medical review by Medicaid's Medical Eligibility Determination Team (MEDT).
- Fax medical records for the EMS date of service to **(225) 389-2748 Local or (877) 747-0996 Toll-free**. Medicaid will not pay for non-emergent medical services rendered to EMS individuals.

- The only records that should be faxed to the EMS fax numbers are the ones pertaining to EMS-related certifications that are still open.
- The number is not for new applications.
- Verifications for new applications should still be faxed to the LaCHIP Rightfax number, 1-877-523-2987.

## Application Centers (AC)

- [ApplicationCenter.Service@la.gov](mailto:ApplicationCenter.Service@la.gov)
- (225) 342 – 6312
- Valerie McManus

## Medical Eligibility Determinations Team (MEDT)

- [MEDT@la.gov](mailto:MEDT@la.gov)
- Angel Wilson Jolivette

## Newborn Eligibility Unit (NEU)

- [NEU@la.gov](mailto:NEU@la.gov)
- Kiarah Dugas

## Medicaid Outreach

- [MedicaidOutreach@la.gov](mailto:MedicaidOutreach@la.gov)

## Optional State Supplement (OSS)

- [OSS@la.gov](mailto:OSS@la.gov)

## Outstation

- [Outstation@la.gov](mailto:Outstation@la.gov)

## Healthy Louisiana

- 1-855-229-6848

## Louisiana Medicaid Customer Service

- 1-888-342-6207

- **Aetna Better Health**  
1-855-242-0802  
<http://www.aetnabetterhealth.com/louisiana>
- **AmeriHealth Caritas Louisiana**  
1-888-756-0004  
<http://www.amerihealthcaritasla.com/>
- **Healthy Blue**  
1-844-521-6941  
<https://www.myhealthybluela.com/la/louisiana-home.html>
- **Humana Healthy Horizons in LA**  
1-800-448-3810  
<http://www.humana.com/healthylouisiana>
- **Louisiana Healthcare Connections**  
1-866-595-8133  
<http://www.louisianahealthconnect.com/>
- **United Healthcare Community Plan**  
1-866-675-1607  
<https://www.uhccommunityplan.com/la/medicaid/healthy-Louisiana>
- **DentalQuest**  
1-800-685-0143  
<https://dentaquest.com/state-plans/regions/louisiana/>
- **MCNA Dental**  
1-855-702-6262  
<https://www.mcnala.net/members>



**THANK YOU!**

