

Application Center Monthly Contact

Presented by:

Valerie McManus, AC Program Manager

December 17, 2025

- **LaHIPP Presentation**
- **Staff Announcement**
- **EMS Update**
- **Health Plan Update**
- **AC Resource Library Updates**
- **Train Your Brain**
- **Reminders**





Congratulations!



K'Maya Franklin

Outstation and OSS Program Manager

- MEDT is no longer involved in the EMS billing process. Medical records and invoices for EMS claims should not be faxed or emailed to MEDT.
- Please bill all EMS claims directly to Gainwell. For billing inquiries, please contact Gainwell Technologies Provider Relations Department at (800) 473-2783 or (225) 924-5040.
- Verifications for new applications should still be faxed to the LaCHIP Rightfax number, 1-877-523-2987.

- Effective December 31, 2025, United Healthcare (UHC) will no longer partner with Medicaid as a MCO. However, the other five plans will remain in effect.
- Members who are currently enrolled with UHC will be reassigned to one of the remaining plans. We will prioritize keeping families together on the same health care plan and ensuring that the doctors and other medical professionals a person sees most frequently accept their new insurance.

- If a member is dissatisfied with their new plan, they will have 90 days, starting January 1, to contact Healthy Louisiana and request a change.
- Healthy Louisiana representatives can be reached at 1-855-229-6848.

- LaHIPP and News and Resources sections have been added to the [AC Resource Library](#). Please familiarize yourself with the content.

LaHIPP

The LaHIPP program assists eligible Medicaid recipients by paying some or all of their portion of employer sponsored insurance (ESI) or individual health insurance (IHI) premiums, as long as it is more cost-effective for the state than full Medicaid coverage.

MORE INFO

- [Member Flyer](#) →
- [Provider Flyer](#) →
- [Employer Flyer](#) →
- [LaHIPP Website](#) →

News and Resources

MORE INFO

- [LDH Announces Update to Medicaid Managed Care Contracts for 2026](#) →
- [Changes to Medicaid Health Plans in 2026](#) →

Train Your Brain



LaHIPP is an acronym for which of the following:

- A.) Louisiana Health Information Premium Partnership Program
- B.) Louisiana Health Insurance Partnership Program
- C.) Louisiana Health Insurance Premium Payment Program
- D.) Louisiana Health Information Public Policy Program

C.) Louisiana Health Insurance Premium Payment Program

Question 2:

LaHIPP enrollees are eligible for premium reimbursement the following month.

A.) True

B.) False

A.) True

Question 3:

LaHIPP recipients are eligible for enrollment in the Healthy Louisiana Managed Care plans.

A.) True

B.) False

B.) False
Dental and Behavioral Health services only

Question 4:

Which of the following is a benefit of the LaHIPP program?

- A.) Medicaid will pay for health services that your insurance does not cover.
- B.) Access to a larger network of providers, including many specialists.
- C.) Coverage applies to you and any family members who have Medicaid.
- D.) All of the above

D.) All of the above

- 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
- AC Meetings are conducted on your behalf.
Attendance is required and participation is encouraged.

Application Centers (AC)

- ApplicationCenter.Service@la.gov
- (225) 342 – 6312
- Valerie McManus

Medical Eligibility Determinations Team (MEDT)

- MEDT@la.gov
- Angel Wilson Jolivette

Newborn Eligibility Unit (NEU)

- NEU@la.gov
- Kiarah Dugas

Outstation

- Outstation@la.gov
- K'Maya Franklin

Optional State Supplement (OSS)

- OSS@la.gov
- K'Maya Franklin

Medicaid Outreach

- MedicaidOutreach@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/>

DentalQuest

- 1-800-685-0143
- <https://dentaquest.com/stateplans/regions/louisiana/>

MCNA Dental

- 1-855-702-6262
- <https://www.mcnala.net/members>

Questions?



THANK YOU!

