

# **Application Center Monthly Contact**

**December 16, 2020**

**Valerie McManus: Application Center Program Monitor**

# Agenda Items

- **Dental Plans**
- **DOA Registration**
- **Demonstration- AC Resource Library Tour**
- **Reminders**

# New Dental Plans

- Healthy LA will begin providing dental services through two dental plans on 01/01/2021.
  - DentaQuest; and
  - MCNA Dental.
- Applicants have the option of selecting a dental plan as well as a health plan on their application now. New applicants will be provided with a 90 day window to change their dental plan and/or health plan.

## New Dental Plans (continued)

- We cannot make plan recommendations; however medical and dental plan comparison charts may be found on our website.
- Trusted Users may switch from the English to a Spanish version of the website and comparison charts by switching the language in the top right hand corner of the web page.

## All dental plans offer these benefits:

### Early and Periodic Screening, Diagnosis and Treatment (EPSDT) dental program

Covers these services for children until age 21, starting when first tooth erupts:

- **Diagnostic:** X-rays and dental exams
- **Preventive:** Dental check-ups, fluoride treatments, and wellness services once every 6 months
- **Restorative:** Repair of teeth from cavities or trauma, tooth removal, fillings and tooth repairs
- **Endodontic:** Medically needed treatment for inside of teeth and tooth roots
- **Periodontics:** Special care for treatment of gum disease
- **Prosthodontics:** Removable or fixed dentures and partials for missing permanent teeth, allowed once every 5 years
- **Oral and maxillofacial surgery:** Specialty care for tooth removal and other medically necessary surgical procedures
- **Orthodontics:** Special care for teeth positioning only for severe deformities of the head, mouth and/or teeth; does not cover care for overbites, TMJ, and crooked teeth
- **Emergency care and other services:** Special care for traumatic problems to teeth and mouth, mouth guards, help to control bleeding, other emergency-type care, hospital calls

### Adult dental program

For adults age 21 and up, services do not include routine dental care or tooth repairs to natural teeth. These services are covered:

- **Diagnostic:** X-rays and dental exams only when getting dentures or partials
- **Removal prosthodontics:** If 6 or fewer teeth, one complete denture set every 8 years, adjusted 6 months later for fit; denture repairs and partial repairs covered every year; partial denture covered every 8 years; does not cover pulling teeth or surgical removal of teeth

# Dental plan comparison chart

Use this chart to compare **extra** services each plan offers.

DentaQuest<sup>®</sup>

1-800-685-0143 ▪ DentaQuest.com

#### Assessment

- 1 oral health kit per lifetime for adults 21 and up with floss, toothbrush and paste for completing online assessment

#### Extraction (tooth pulled)

- Simple teeth pulled with \$200 limit for adults ages 21 and up

#### Opioid safety

- Online course on opioid risks, benefits, and other choices, with \$10 Walmart gift card for adults 21 and up who complete course within 3 days of tooth pulling; 1 gift per lifetime to use only for oral health items and healthy foods

#### Preventive dental care after ER visit

- Free cleaning and dental exam for adults ages 21 and up who visit dentist within 7 days of hospital visit for non-trauma dental care

#### Sealant

- 1 drawstring backpack per lifetime with age-appropriate toothbrush, toothpaste, brushing chart, and stickers for children ages 6-14 who get sealants (thin plastic coatings on back teeth chewing surfaces to protect against cavities)

#### Silver diamine fluoride treatment

- For children up to age 20, if medically necessary, to slow or stop tooth decay

mcn<sup>®</sup>dental

1-855-702-6262 ▪ mcna.net

#### Assessment

- Cavities risk assessment with dental exam for ages 21 and up

#### Extraction (tooth pulled)

- Up to 3 teeth pulled when getting dentures, for ages 21 and up

#### Silver diamine fluoride treatment

- Pilot program for adults with special needs ages 21 and up to slow or stop tooth decay. Contact the plan for more information

#### Teledentistry

- For adult members with special needs, yearly teledentistry visit not otherwise covered; includes sending x-rays, digital records to dental specialist

#### Extra benefits

- \$10 Walmart gift card for children under age 21 for dental supplies and healthy food at first enrollment
- *Itty Bitty Baby Teeth* book and backpack for children ages 4-6 at first enrollment



Healthy  
Louisiana

Questions?

Call 1-855-229-6848.

This information is as correct and complete as possible. Extra services may change. Contact the plans directly to learn more about their services.

# DOA/OSRAP Registration

- We have successfully obtained Vendor Location codes from DOA/OSRAP for approximately 114 satellite locations.
- It is crucial that each of your AC Satellite Locations also has an associated Vendor Location code assigned by DOA/OSRAP.
  - We are currently working to determine which Vendor Location codes match which AC Satellite Locations for those sites which share a tax ID and/or other contact information. Emails were sent last week and require immediate attention.
  - Many Application Centers have not yet registered with OSRAP. Instructions for registering are on the AC Resource Library.

# Live Demonstration: AC Resource Library Navigation

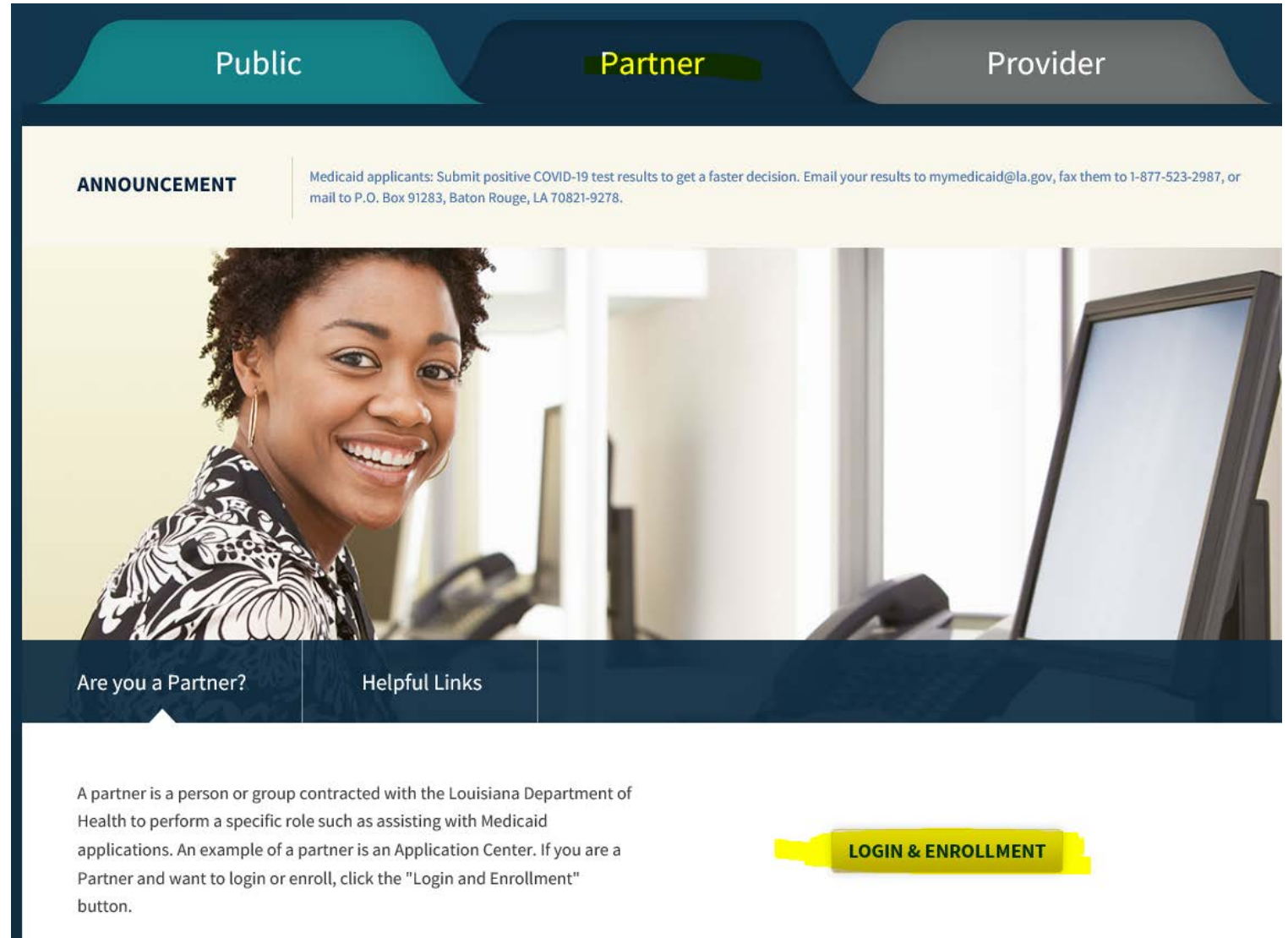
# Reminders



Check the AC Resource Library daily.

- Make it a habit to access useful links from the Library.
- Review the updates and announcements

- Ensure you are in the Partner Portal
  - Click on the word partner; and
  - Use the LOGIN & Enrollment option at the bottom of the page.
- Make sure you select your AC satellite location prior to starting an application to ensure that the appropriate facility is reimbursed.
- Managers must ensure the Partner Portal is updated as items change.
  - Contact Info;
  - Remittance Advice, etc



The screenshot shows the Louisiana Department of Health Medicaid Partner Portal. At the top, there are three tabs: 'Public', 'Partner' (which is highlighted in yellow), and 'Provider'. Below the tabs is an 'ANNOUNCEMENT' section with the text: 'Medicaid applicants: Submit positive COVID-19 test results to get a faster decision. Email your results to mymedicaid@la.gov, fax them to 1-877-523-2987, or mail to P.O. Box 91283, Baton Rouge, LA 70821-9278.' Below the announcement is a large image of a smiling woman in an office setting. At the bottom of the page, there are two buttons: 'Are you a Partner?' and 'Helpful Links'. In the bottom right corner, there is a yellow button labeled 'LOGIN & ENROLLMENT'. A text block at the bottom left explains: 'A partner is a person or group contracted with the Louisiana Department of Health to perform a specific role such as assisting with Medicaid applications. An example of a partner is an Application Center. If you are a Partner and want to login or enroll, click the "Login and Enrollment" button.'

If disability is alleged:

- Complete and upload/fax situational forms as required.
- Upload/fax medical bills
  - Month of application
  - Up to 3 months prior
- Upload/fax medical records

- Emergency Medical Services (EMS) during the Public Health Emergency (PHE):
  - Citizenship is a requirement of Medicaid. While pregnant and qualified non-citizens may qualify for LaCHIP phase IV, non-citizens are typically only eligible for EMS.
  - Normally EMS certs are open /closed
  - Until the PHE ends, however, the EMS certs remain open.
  - Claims submitted are sent by manual file to our MEDT manager for processing.
    - This file is extensive so it is taking longer than expected.
    - Send in bills and medical records for non-citizens who received emergency medical services at your facility.
    - Inquiries may be submitted to [MEDT@la.gov](mailto:MEDT@la.gov)

### Health Benefit Plan Coverage

Benefit	Service Type Code	Insurance T
Active Coverage	Health Benefit Plan Coverage	Medicaid
Deductible	Health Benefit Plan Coverage	Medicaid
Deductible	Health Benefit Plan Coverage	Medicaid
<b>Limitations</b>	Emergency Services	Medicaid
Benefit Description	Health Benefit Plan Coverage	Medicaid
Active Coverage		Medicaid
Co-Insurance		Medicaid
Co-Payment		Medicaid

We will be conducting cold-calls to applicants when deemed necessary in order to:

- confirm that the interview occurred in person; and/or
- verify whether the responses were as the applicant provided; and/or
- ensure the rights and responsibilities were read, etc.

## Application Center Monthly Zoom Meetings:

- Third Wednesday of each month
- Registration required
  - Links will be posted on the AC Resource Library by the Monday before
  - Each session will require registration.
  - Invites will no longer be emailed.

# CONTACT INFO

EPO Programs

# Application Center Program Monitor

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



# Medicaid Eligibility Determinations Manager

- Miranda Winters
  - [MEDT@la.gov](mailto:MEDT@la.gov)
  - (225) 219 - 7873

# Newborn Eligibility Program Monitor

- Shauna Meche
  - [NEU@la.gov](mailto:NEU@la.gov)
  - 337-447-4145

# Optional State Supplement Program Manager

- Paige Logan
  - [OSS@la.gov](mailto:OSS@la.gov)
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# Medicaid Outreach Program Manager

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  - (225) 342 - 1646

# Outstation Program Manager

- Paige Logan
  - [Outstation@la.gov](mailto:Outstation@la.gov)
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# Eligibility Programs Team Manager

- Kathryn “Kate” Loechelt
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  - (225) 219 – 0912

# Questions

