

Medicaid's Provider Enrollment Portal Is Available For Provider Access

If you file claims with Louisiana Medicaid, you must enroll in the new Medicaid Provider Enrollment Portal. This includes fee-for-service, managed care organization (MCO) only, Dental Benefits Program Manager (DBPM), and Coordinated System of Care (CSoc) providers. **The deadline for providers to submit an application to the enrollment portal is June 30, 2022.** Any existing Medicaid provider that does not submit an application to initiate the screening process through the new portal will have their claims denied.

Providers can check their enrollment status with the new [Provider Enrollment Portal Lookup Tool](#), available at www.lamedicaid.com. Providers can search for completed enrollments using at least one of several data points – NPI, provider name, provider type, specialty, address, city and state, or zip code. Providers can get this information from the invitation letter they received from Gainwell Technologies.

Enrollment status information is updated daily. Results will list providers who have a 100% completed and fully processed enrollment. If a provider has submitted their enrollment but does not see their name listed, their enrollment may still be in process. Providers should allow 15 business days from their submission for their enrollment to be fully processed.

For any enrollment not completed in that time, the provider should reach out to Gainwell Technologies at louisianaprovenroll@gainwelltechnologies.com or by calling 1-833-641-2140 for a status update and any next steps needed to complete the process.

Providers also can find additional information in [IB 22-4 Medicaid Provider Enrollment Portal](#).

Table of Contents

Medicaid's Provider Enrollment Portal Is Available For Provider Access	1
LDH Pink Letter Campaign	1
Covid-19 Vaccine Incentive Program	2
Sun Safety: Focus on Drug-Induced Photosensitivity	2
Louisiana Medicaid Launches Phone Campaign To Encourage Members To Update Contact Information	5
Louisiana Developmental Screening Toolkit	6
New Medicaid Eligibility Group Covers COVID-19 Testing for Uninsured Patients	6
Pharmacy Facts	7
Remittance Advice Corner	9
Medicaid Public Notice and Comment Procedure	9
Manual Chapter Revision Log	10
For Information or Assistance	11

LDH Pink Letter Campaign

In early May, the Louisiana Medicaid program, in collaboration with Medicaid's five health plans, launched the Pink Letter Campaign. This one-time, direct-to-member mail campaign includes mailing a pink-colored letter to all Medicaid member households – roughly 1.2 million to represent the nearly 2 million members –to ensure accurate contact information ahead of the federal COVID-19 Public Health Emergency (PHE) end.

The Pink Letter Campaign is one of a number of outreach efforts LDH is conducting to prevent Medicaid members from losing their coverage for procedural reasons, like failure to respond to mail from LDH. We do not know when the COVID-19 PHE will end, but when it does, Louisiana Medicaid will be required to resume previously suspended Medicaid and CHIP eligibility reviews. Medicaid will continue attempting Medicaid eligibility reviews using information from electronic databases, but many reviews will require members to respond to mail.

Pink letters were mailed May 2 -13, 2022. All Medicaid households with an up-to-date address on file should receive a letter by the end of May. Any Medicaid member that does not get a pink letter by then needs to update their contact information. Updates can be made by logging on to MyMedicaid.la.gov, emailing MyMedicaid@la.gov, calling the Medicaid health plan (the phone number on the back of the members' insurance cards), or calling Medicaid Customer Service at 1-888-342-6207.

Medicaid is asking providers that deliver care to Medicaid members to share information on the Pink Letter Campaign and the importance of Medicaid members keeping their contact information up to date. A Pink Letter Campaign Communications Toolkit has been created to assist in this process. The toolkit, available online at www.healthy.la.gov, under the "Resources" tab, includes communications materials, including a printable flyer that can be posted in offices or shared with patients.

Covid-19 Vaccine Incentive Program

On April 18, 2022, Louisiana Medicaid implemented the "Shot per 100,000" COVID vaccine incentive program as part of ongoing efforts to increase COVID vaccination rates in the state of Louisiana. The goal is to increase vaccination rates by offering \$200 gift cards to the first 100,000 eligible Medicaid enrollees for a limited time, if they receive the first or second dose of the vaccine or the single-dose vaccine.

This program is available to Medicaid members who are five years of age or older. Individuals must receive their first or second dose of the COVID vaccine or the single-dose COVID vaccine on or after April 5, 2022. Booster shots are not included in the program. Medicaid members already fully vaccinated or those who already received a gift card from LDH for receiving the COVID vaccine are not eligible.

Members can choose where to receive their vaccination from any vaccine administration location. Gift card distribution will be handled by the five Medicaid MCOs. Cards are limited to one per member.

Please post or share the attached flyer with the Medicaid members you serve. Information is also available at the web site at www.ldh.la.gov/vaccinegiftcard.

Sun Safety: Focus on Drug-Induced Photosensitivity

*Compiled by: Office of Outcomes Research and Evaluation
College of Pharmacy
University of Louisiana at Monroe*

- Sunburn, also known as erythema, is caused by excessive exposure to ultraviolet radiation (UVR), which results in an acute cutaneous inflammatory response.
- The sun's ultraviolet rays can burn unprotected skin in as little as 15 minutes.
- Sunbathing and tanning are strongly associated with sunburn; however, recent data indicate that most sunburns occur in situations unrelated to intentional tanning, such as engaging in outdoor physical activity and spending time near the water.
- Each year, over 33,000 sunburns are reported that require emergency room visits and may occur among people of all racial/ethnic groups.

- More than 1 out of every 3 Americans reports getting sunburned each year.
- Unlike a thermal burn, sunburn is not immediately apparent. Symptoms usually start about 4 hours after sun exposure, worsen in 24-36 hours, and resolve in 3-5 days.
- Sunburn symptoms include redness, warmth, tenderness, edema, blistering, headache, fever, and fatigue.
- Previous sun burning, particularly experienced at younger ages, is a strong predictor of future skin cancer and especially melanoma, the deadliest form of skin cancer.
- Healthcare providers should educate their patients about first-aid tips for home management of sunburn:
 - Treat symptoms with aspirin, acetaminophen, or ibuprofen to relieve pain and headache and reduce fever.
 - Drink plenty of water to help replace fluid losses.
 - Gently apply cool wet cloths on the burned area to provide additional comfort.
 - Avoid further exposure until the burn has resolved.
 - Apply a topical moisturizing cream, aloe, or a 1% hydrocortisone cream for additional symptomatic relief.
- Healthcare providers should also ensure that patients know what to do if blistering occurs:
 - Bandage or cover the area lightly with gauze to prevent infection.
 - DO NOT break the blisters, as this will slow the healing process and increase the risk of infection.
 - Remove dried fragments and apply an antiseptic ointment or hydrocortisone cream when the blisters break and the skin peels.
 - Seek medical attention immediately if any of the following occurs: severe sunburns covering more than 15% of the body, dehydration, high fever (>101°F), or extreme pain that persists for longer than 48 hours.
- To prevent sunburn, the CDC recommends the following:
 - Stay out of the sun between 10am and 4pm; this is when the UV rays are at their highest level.
 - Wear long-sleeved shirts and long pants, when possible, to provide protection from UV rays when working or playing outside.
 - Wear sunglasses that wrap around and block both UVA and UVB rays.
 - Put on a thick layer of broad-spectrum sunscreen with at least SPF 15 on all parts of exposed skin before you go outside, even on slightly cloudy or cool days.
 - Reapply sunscreen if you stay out in the sun for more than two hours and after swimming, sweating, or toweling off.

Drug-Induced Photosensitivity

- Drug-induced photosensitivity is defined as the development of a skin reaction due to exposure to a chemical agent and sunlight. This agent may be a topical or systemic medication.
- Drug-induced photosensitivity is common, representing almost 8% of dermatological adverse events due to drugs.
- Some of the most common photosensitizers include antibiotics, NSAIDs, and amiodarone.
- More than 300 drugs have been reported as photosensitizers. However, the relationship between sun exposure and medications is not always clear and many cases are underreported and underdiagnosed. Therefore, although some therapeutic drug classes are not usually associated with photosensitive reactions, it is important for healthcare providers to consider that almost any medication may produce a photosensitive reaction.

- Patients presenting with erythema on sun-exposed skin, especially with only mild exposure to sunlight, should always be considered as potential cases of photosensitivity.
- Diagnosis of photosensitive reactions depends on obtaining a detailed medical history, paying special attention to the timeline of medication administration with respect to the onset of the event. Phototoxically damaged skin usually reveals sharp lines of demarcation of clothes.
- Treatment of photosensitive reactions includes complete avoidance of the causative drug. If the medication is required, the phototoxic reactions can be minimized or prevented by dose reduction of either the medication or the UV radiation.
- Sunscreen and UV-blocking clothing are also recommended, along with appropriate topical steroids for the acute phototoxic reaction.

Common Examples of Photosensitive Medications*		
Medication Category	Drug Names**	
<i>Antiarrhythmics</i>	Amiodarone	Dronedarone
<i>Antidepressants</i>	Escitalopram	Protriptyline
<i>Antihistamines</i>	Cetirizine	Loratadine
	Cyproheptadine	Promethazine
	Diphenhydramine	
<i>Antihypertensives</i>	Amlodipine	Nifedipine
	Captopril	Ramipril
	Enalapril	
<i>Antimicrobials</i>	Cefotaxime	Levofloxacin
	Ciprofloxacin	Ofloxacin
	Doxycycline	Quinine
	Flucytosine	Tetracycline
	Griseofulvin	Trimethoprim
	Ketoconazole	Voriconazole
<i>Antineoplastic</i>	Dabrafenib	Vandetanib
	Methotrexate	Vemurafenib
<i>Anxiolytics</i>	Alprazolam	Chlordiazepoxide
<i>Cholesterol Lowering Drugs</i>	Atorvastatin	Pravastatin
	Fenofibrate	Simvastatin
	Lovastatin	
<i>Diuretics</i>	Chlorthalidone	Hydrochlorothiazide
	Chlorothiazide	Triamterene
	Furosemide	
<i>Non-Steroidal Anti-Inflammatory Drugs</i>	Celecoxib	Naproxen
	Ibuprofen	Piroxicam
	Ketoprofen	
<i>Oral Contraceptives</i>	Ethinyl Estradiol	
<i>Phenothiazines</i>	Chlorpromazine	Promethazine
	Fluphenazine	Thioridazine
	Prochlorperazine	
<i>Retinoids</i>	Acitretin	Isotretinoin
	Etretinate	
<i>Sulfonamides</i>	Acetazolamide	Sulfadiazine
	Sulfamethoxazole	Sulfasalazine
<i>Sulfonylureas</i>	Glipizide	Glyburide
*This list is comprised of examples and is not all-inclusive.		
**Refer to individual prescribing information for more information.		

Healthcare providers should inform their patients about the risk of photosensitivity and remind them to contact their physician or pharmacist if they have questions about their medications and photosensitivity.

Patient Education: Using Sunscreen Appropriately

- The U.S. Food and Drug Administration (FDA) continuously evaluates sunscreen products to ensure that they are safe and effective.
- In general, the FDA recommends broad-spectrum sunscreen with an SPF of 15 or higher, even on cloudy days.
- Sunscreen should be applied liberally to all uncovered skin, especially the nose, ears, neck, hands, feet, and lips.
- Sunscreen should be reapplied at least every two hours and should be applied more often while swimming or sweating. (Sunscreen labels should always be read before use. An average-size adult or child needs at least one ounce of sunscreen, about the amount it takes to fill a shot glass, to evenly cover the body.)
- Those without much hair should apply sunscreen to the top of the head or wear a hat.
- No sunscreen completely blocks UV radiation. So other protections are needed, such as protective clothing, sunglasses, and staying in the shade.
- No sunscreen is waterproof.

References

[Drug-induced photosensitivity: culprit drugs, potential mechanisms and clinical consequences \(nih.gov\)](#)

[Drug-induced photosensitivity: Photoallergic and phototoxic reactions - ClinicalKey](#)

[Drug-induced phototoxicity: A systematic review - ClinicalKey](#)

[NIOSH Fast Facts: Protecting Yourself from Sun Exposure | NIOSH | CDC](#)

[Skin Cancer: Quick Facts from the Surgeon General | HHS.gov](#)

[Sunburn | Cancer Trends Progress Report](#)

[The Sun and Your Medicine | FDA](#)

[Tips to Stay Safe in the Sun: From Sunscreen to Sunglasses | FDA](#)

[What Can I Do to Reduce My Risk of Skin Cancer? | CDC](#)

Louisiana Medicaid Launches Phone Campaign To Encourage Members To Update Contact Information

Louisiana Medicaid has launched a phone campaign to encourage its members to update their contact information. Automated calls will go out to members between the hours of [3 p.m. and 8 p.m. Monday through Saturday](#). The calls will remind members to update their phone number, mailing address and email address.

When the federal COVID-19 public health emergency ends, Medicaid will be reaching out to our members through the mail to complete renewals and to verify eligibility. In an effort to ensure we have the most current information possible for these critical communications, the Department of Health is preparing now by using multiple means to verify member contact information. It's critical that Medicaid has accurate information to be sure that members receive important notices related to their healthcare coverage.

We are alerting you to these calls so you know they are legitimate and not a scam. We anticipate that patients may ask you about these calls to verify the legitimacy. The calls are recorded messages only. There will not be a Medicaid representative on the phone and we will not be asking for any personal information. The calls will be spread out over the next four to eight weeks.

For members who receive a call, the caller ID will show Louisiana Department of Health.

Members can update their contact information anytime by visiting mymedicaid.la.gov or by emailing mymedicaid@la.gov.

Louisiana Developmental Screening Toolkit

As of January 1, 2021, Louisiana Medicaid providers can receive reimbursement for developmental screening, autism screening, and perinatal depression screening. [The Louisiana Department of Health's Developmental Screening Toolkit](#) was created to help clinics integrate these screening into their day-to-day practice. The toolkit consists of step-by-step information contained in webpages, instructional videos, and downloadable worksheets. It is designed to house all of the information and tools you will need to put the Louisiana Developmental Screening Guidelines into practice in one, convenient spot.

The toolkit uses a quality improvement framework, which allows providers to systematically improve the way health care is delivered to the families they serve. The information and QI framework for this toolkit is based on clinical guidelines from the American Academy of Pediatrics (AAP), other national toolkits, and lessons learned from the field. It is designed to improve efficiency, patient safety, and clinical outcomes. It can be used as an [American Board of Pediatrics MOC-4](#) project for providers who are leading the QI efforts.

Check out the Developmental Screening Toolkit at ldh.la.gov/DevScreenToolkit to learn more.

New Medicaid Eligibility Group Covers COVID-19 Testing for Uninsured Patients

Per the Families First Coronavirus Response Act and the Coronavirus Aid, Relief, and Economic Security Act, Louisiana Medicaid has expanded coverage to include COVID-19 testing for uninsured individuals for the duration of the federally declared public health emergency. Coverage is limited to COVID-19 testing and related office visits for uninsured Louisiana residents. No treatment costs are covered under this program.

The new benefit is provided through Medicaid fee-for-service and not Healthy Louisiana through a managed care organization. Providers must be a Medicaid enrolled provider and must be enrolled before services are provided. Providers not enrolled as a Medicaid provider with Gainwell Technologies will need to complete a [temporary emergency application](#) with Medicaid's fiscal intermediary, Gainwell Technologies, to be paid for testing and testing related services for the uninsured. Providers will be required to self-attest on the uninsured individual's application to Medicaid that they are not also [billing the Department of Health and Human Services \(HHS\) or the Health Resources and Services Administration \(HRSA\)](#) for the same services. You also may not bill on any contract with the Louisiana Department of Health to provide COVID-19 testing for these patients. If Medicaid identifies other third party coverage is available (e.g., Medicare, private insurance), Medicaid will not cover the services.

For additional guidance, visit [Medicaid's provider web page for COVID-19 testing coverage for uninsured individuals](#). The site contains billing information, a [detailed provider guide](#), frequently asked questions for providers, and the [simplified application](#) patients can fill out to determine if they are eligible for coverage.



PHARMACY FACTS

Program Updates from Louisiana Medicaid

Pharmacy Facts can also be found online at: <http://ldh.la.gov/index.cfm/page/3036>.

April 22, 2022

Age Limits for Vaccines

In July of 2021, the indication of Shingrix was expanded to include the prevention of herpes zoster (HZ) (shingles) in adults 18 years of age or older who are or will be at increased risk of HZ due to immunodeficiency or immunosuppression caused by known disease or therapy.

Vaccines	Brand Name Examples	Age Limit
COVID-19 Vaccines	Pfizer, Moderna, J&J	*
Hepatitis A Adult	Vaqa® [®] , Havrix®	≥ 19 years
Hepatitis A – Hepatitis B Adult	Twinrix®	≥ 19 years
Hepatitis B Adult	Heplisav-B® [®] , Engerix-B®	≥ 19 years
HPV-Human Papillomavirus 9 Valent	Gardasil® 9	19-45 years
Influenza Vaccine	Various Brands	**
Measles, Mumps & Rubella	M-M-R®II	≥ 19 years
Meningococcal Conjugate (Groups A, C, Y and W-135)	Menveo® [®] , Menactra®	≥ 19 years
MENB – Meningococcal Group B	Trumenba® [®] , Bexsero®	≥ 19 years
Pneumococcal 13-valent	Pprevnar 13™	≥ 19 years
Pneumococcal Polysaccharide (23 Valent)	Pneumovax®23	≥ 19 years
Tetanus and Diphtheria Toxoids	TDVAX®	≥ 19 years
Tetanus Toxoid, Reduced Diphtheria Toxoid and Acellular Pertussis	Adacel® [®] , Boostrix®	≥ 19 years
Varicella	Varivax®	≥ 19 years
Zoster Vaccine Recombinant, Adjuvanted	Shingrix®	≥ 18 years
Zoster Vaccine Live	Zostavax®	≥ 60 years

* COVID-19 vaccines are covered for adults and children of select ages. Age limits and age ranges for COVID-19 vaccines are based on Emergency Use Authorization (EUA) and FDA approval. Refer to the pharmacy page on www.LaMedicaid.com for the COVID-19 vaccine policy.

**Age limits and age ranges for influenza vaccines are based on prescribing information.

Provider Enrollment Portal

If you file claims with Louisiana Medicaid, **you must enroll** in the new Medicaid Provider Enrollment Portal. This includes fee-for-service, managed care organization (MCO) only, Dental Benefits Program Manager (DBPM), and Coordinated System of Care (CSoc) providers.

The deadline for provider enrollment is June 30, 2022. Any existing Medicaid provider that does not complete the enrollment and screening process through the new portal will have their claims denied.

To complete enrollment at lamedicaid.com, providers will need several data elements, including: Louisiana Provider ID, NPI, city, state and zip code. Providers can get this information from the invitation letter they received from Gainwell Technologies.

If a provider does not have this letter or this information, they can email LouisianaProvEnroll@gainwelltechnologies.com to request a reprinted letter be mailed. Email requests must include the provider name and the NPI. Providers may send multiple provider requests in a single email. Reprinted letter requests will only be accepted by email. No other form of submission is accepted. Providers will receive a confirmation email from Gainwell when the submission is received. That email will include an anticipated turnaround time for the response.

For questions or concerns, providers can reach out to Louisiana Medicaid via the following options:

- Web site: www.ldh.la.gov/medicaidproviderenrollment
- Email: LouisianaProvEnroll@gainwelltechnologies.com
- Phone: 1-833-641-2140 (Monday – Friday, between 8 a.m. and 5 p.m. CST)

Providers also can find additional information in IB 22 -4: Medicaid Provider Enrollment Portal.

Encourage Medicaid Members to Update Contact Information

As part of the federal COVID-19 Public Health Emergency (PHE), Louisiana Medicaid made a number of operational changes. This included implementing flexibilities in our service delivery and ceasing Medicaid case closures beginning in March 2020. When the PHE ends, most of these PHE-related changes will also end.

In preparation for the end of the PHE, one of Louisiana Medicaid’s primary focuses is on the nearly 2 million members currently receiving benefits. When the PHE ends, ALL members must complete the renewal process. It is imperative that members ensure their contact information is up to date, watch for mail from Louisiana Medicaid and respond to requests for information. If members do not respond to renewal letters or requests for information, they will lose their coverage when the public health emergency ends.

Providers can help by encouraging the Medicaid members they serve to ensure their contact information is up-to-date. Members must inform Medicaid any time their information changes. They can make changes to their mailing address, telephone number and email address by logging on to MyMedicaid.la.gov, by email at MyMedicaid@la.gov or by calling 1-888-342-6207.

‘Shot per 100,000’ Vaccine Incentive Program

On April 18, 2022, Louisiana Medicaid implemented the “Shot per 100,000” COVID vaccine incentive program as part of ongoing efforts to increase COVID vaccination rates in the state of Louisiana. The goal is to increase vaccination rates by offering \$200 gift cards to the first 100,000 eligible Medicaid enrollees for a limited time, if they receive the first or second dose of the vaccine or the single-dose vaccine.

This program is available to Medicaid members who are 5 years of age or older. Individuals must receive their first or second dose of the COVID vaccine or the single-dose COVID vaccine on or after April 5, 2022. Booster shots are not included in the program. Medicaid members already fully vaccinated or those who already received a gift card from LDH for receiving the COVID vaccine are not eligible.

Members can choose where to receive their vaccination from any vaccine administration location. Gift card distribution will be handled by the five Medicaid MCOs. Cards are limited to one per member.

Please post or share the attached flyer with the Medicaid members you serve. Information is also available at the web site at www.ldh.la.gov/vaccinegiftcard.

Remittance Advice Corner

Attention Louisiana Medicaid Providers:

It has been determined that certain paid FFS pharmacy claims (Flu vaccinations and Prevnar 20) in 2021-2022 were incorrectly reimbursed by Louisiana Medicaid. Therefore Manual Adjustments are being processed and will appear on the 5/10 RA. The ICN range is 2121288000001 thru 2121288000140.

2022 HCPCS and Physician-Administered Drug Reimbursement Updates

The Louisiana Medicaid fee-for-service (FFS) professional services files have been updated to reflect the new and deleted Healthcare Common Procedure Coding System (HCPCS) codes effective for dates of service beginning on January 1, 2022. Providers will begin to see these changes on the remittance advice of April 19, 2022. Claims that have been denied due to use of the new 2022 codes prior to their addition to the claims processing system will be systematically recycled with no action required by providers.

Effective for dates of service beginning on January 1, 2022, Louisiana Medicaid updated the reimbursement rates on the FFS file for physician-administered drugs and payable vaccines for professional services. Claims previously submitted for these drugs or vaccines with dates of service on or after January 1, 2022 will be systematically adjusted to ensure proper payment. No action is required by the provider.

For questions related to this information as it pertains to fee-for-service Medicaid claims processing, please contact Gainwell Technologies Provider Services at (800) 473-2783 or (225) 924-5040.

Questions regarding managed care claims should be directed to the appropriate managed care organization.

Medicaid Public Notice and Comment Procedure

As of Aug. 1, 2019, a public notice and comment period is required before certain policies and procedures are adopted. Drafts will be published on LDH's website to allow for public comment, as per HB 434 of the 2019 Regular Legislative Session. This requirement applies to managed care policies and procedures, systems guidance impacting edits and payment, and Medicaid provider manuals.

In compliance with R.S. 46:460.51(15), 460.53, and 460.54, this procedure provides for a defined term, a public notice requirement, implementation of a policy for the adoption of policies and procedures, and for related matters. Public Comments for the listed policies and procedures can be left at the link below.

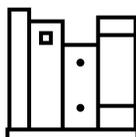
- Louisiana Medicaid (Title XIX) State Plan and Amendments;
- Louisiana Medicaid Administrative Rulemaking Activity;
- Medicaid Provider Manuals;
- Contract Amendments;
- Managed Care Policies & Procedures; and
- Demonstrations and Waivers.

<http://www.ldh.la.gov/index.cfm/page/3616>



Manual Chapter Revision Log

Manual Chapter	Section(s)	Date of Revision(s)
Children's Choice Waiver (CC) Children's Choice Waiver (CC)	<ul style="list-style-type: none"> • Section 14.0 – Overview • Section 14.1 – Covered Services • Section 14.2 – Beneficiary Requirements • Section 14.4 – Service Access and Authorization • Section 14.5 – Provider Requirements • Section 14.6 – Staffing Requirements • Section 14.7 – Record Keeping • Section 14.9 – Program Monitoring • Section 14.10 – Incidents, Accidents, and Complaints • Section 14.11 – Support Coordination • Section 14.12 – Self-Direction Option • Appendix A – Developmental Disability Law • Appendix B – Glossary • Appendix C – Contact Information • Appendix D – Forms Appendix F – Claims Filing	05/11/22
Durable Medical Equipment (DME) Durable Medical Equipment (DME)	Section 18.2 – Specific Coverage Criteria	05/24/22
End Stage Renal Disease (ESRD) End Stage Renal Disease (ESRD)	<ul style="list-style-type: none"> • Section 17.0 – Overview • Section 17.1 – Covered Services • Section 17.3 – Reimbursement Appendix B – Claims Filing	05/26/22
Hospitals Hospitals	Section 25.3 – Outpatient Services	05/06/22
Professional Services Professional Services	<ul style="list-style-type: none"> • Section 5.1 – Covered Services – Laboratory and Radiology Services 	05/06/22



For Information or Assistance, Call Us!

Provider Relations	1-800-473-2783 (225) 294-5040 Medicaid Provider Website	General Medicaid Eligibility Hotline	1-888-342-6207
Prior Authorization: Home Health/EPSDT – PCS Dental	1-800-807-1320 1-855-702-6262 MCNA Provider Portal	MMIS Claims Processing Resolution Unit	(225) 342-3855 MMIS Claims Reimbursement
DME & All Other	1-800-488-6334 (225) 928-5263	MMIS/Recipient Retroactive Reimbursement	(225) 342-1739 1-866-640-3905 MMIS Claims Reimbursement
Hospital Pre-Certification	1-800-877-0666		
REVS Line	1-800-776-6323 (225) 216-(REVS)7387 REVS Website	Medicare Savings	1-888-544-7996 Medicare Provider Website
Point of Sale Help Desk	1-800-648-0790 (225) 216-6381	For Hearing Impaired	1-877-544-9544
		Pharmacy Hotline	1-800-437-9101 Medicaid Pharmacy Benefits
		Medicaid Fraud Hotline	1-800-488-2917 Report Medicaid Fraud

