

Welcome



Welcome to the July edition of the Provider Update Newsletter.

Summer season is in full swing as well as hurricane season. As we power through the summer and hurricane seasons, we will continue to focus on our key priorities of ensuring that our members have access to the care and services they need, as well as ensuring we assist you to do what you do best – providing quality care to your patients and our members.

Please continue to visit the Louisiana Department of Health (LDH) website and social media platforms to stay informed about program updates and upcoming events.

The Louisiana Department of Health strives to protect and promote health statewide and to ensure access to medical, preventive, and rehabilitative services for all state residents. The Louisiana Department of Health includes the Office of Public Health, Office of Aging and Adult Services, Office of Behavioral Health, Office of Intellectual and Developmental Disability Supports, Office of Economic Stability, Office of Rural Health Transformation and Sustainability, Office on Women's Health and Community Health, and Healthy Louisiana (Medicaid). To learn more, visit ldh.la.gov or follow us on [X](#), [Facebook](#), and [Instagram](#).

We hope you find this month's newsletter informational.

Table of Contents

Welcome	1
In the Spotlight: Louisiana Breast & Cervical Health Program	2
Hurricane Preparedness for Medical Practices and Pharmacies	2
Hurricane Season: Get a Game Plan	6
Drowning Prevention & Water Safety	6
Did You Know?: Act 657 – Emergency Medications	7
Medicaid Policy Inbox	7
Medicaid Work Requirements Begin in 2027	8
Upcoming Changes to Medicaid Eligibility for Certain Immigrants	8
Provider Developmental Screening Survey	10
Understanding LaHIPP – A Provider's Guide to Participation	11
July 2026 Health Observances	12
Cord Blood Awareness Month	13
July Dates to Note	14
Understanding Sjögren's Syndrome	14
Strengthening Maternal Health through Timely Prenatal and Postpartum Care	15
Reminders	
Important Information Regarding United Healthcare closeout	16
Revalidate Enrollment Regularly	16
Youth Health Transition (YHT) Toolkit	17
Provider-to-Provider Consultation Line	17
Medicaid Compliance Corner	
Remittance Advice Corner	18
Provider Manual Chapter Revision Log	18
Medicaid Public Notice and Comment Procedure	18
Louisiana Medicaid Updates and Authorities	19
Provider FAQs	20
We are here!	21
For Information or Assistance	23



Louisiana Breast & Cervical Health Program



Through the **Louisiana Breast and Cervical Health Program (LBCHP)**, eligible women receive no-cost breast and cervical cancer screenings and patient navigation services. Women screened through LBCHP who are diagnosed with breast or cervical cancer, or a pre-cancerous condition, may qualify for no-cost healthcare coverage, known as **BCC Medicaid**, which provides full coverage for all treatment expenses, including doctor and hospital visits, lab work, and prescriptions.

In order to receive BCC Medicaid, the initial screening must have occurred through LBCHP for a woman without existing Medicaid or insurance coverage. Women with income up to 250% of the Federal Poverty Level are eligible for LBCHP – to learn more about eligibility, screening locations, or to begin the screening process, call the LBCHP toll free hotline at [1\(888\) 599-1073](tel:18885991073) or visit the website at www.lbchp.org.

Hurricane Preparedness for Medical Practices and Pharmacies

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

Medical Practices

A hurricane preparedness plan helps medical practices maintain safe, effective patient care before, during, and after a storm while protecting staff, patients, and critical infrastructure. Preparing in advance can make response and recovery efforts more efficient and effective when a hurricane occurs. A prioritized checklist can serve as the foundation for a thorough preparedness strategy.

Checklist for a Comprehensive Hurricane Preparedness Strategy

- **Creation of a multidisciplinary team** – The team should consist of clinical, administrative, IT, and operational staff to oversee preparedness activities, coordinate communication, and manage emergency response efforts.
- **Emergency response plan for patient care** – Determine which patients and staff may need evacuation assistance and which individuals can safely shelter in place, taking into account mobility limitations, chronic illnesses, and other medical needs.
- **Recovery and backup processes for electronic data, including EHRs and billing records** – Options may include cloud-based storage or remote servers. At least one backup copy should be maintained offsite.
- **Adequate emergency supplies** – An adequate stock of essential medications, durable medical equipment, personal protective equipment (PPE), emergency first aid supplies, and sanitation materials should be maintained at all times.
- **Detailed inventory of physical assets** – The inventory list should be supported by photographs, and should include medications, durable medical equipment, medical or dental devices, office and clinical supplies, computers, furniture, fixtures, and artwork.
- **Readily accessible copies of essential legal and operational documents** – Documents that may be included are insurance policies, licenses, permits, leases, contracts, deeds, tax records, and personnel files.
- **An up-to-date directory of key phone numbers and email contacts** – The directory should include staff members, healthcare partners, vendors, insurers, licensing agencies, legal counsel, and emergency response officials.
- **A comprehensive staff call tree** – This should clearly identify communication responsibilities and include mobile numbers and alternate contact information.
- **Guidance for implementing messaging applications** – This messaging system should allow communication when wireless or cellular networks are unavailable.
- **Policies to support ongoing HIPAA compliance during emergencies** – The U.S. Department of Health and Human Services (HHS) offers guidance on protecting health information during disaster planning and response. (see [Emergency Situations: Preparedness, Planning, and Response](#))
- **Copies of insurance certificates** – Copies of all insurance policies, such as general liability, cybersecurity, and malpractice insurance, with instructions for contacting agents or insurers, should be included. There may be a need to obtain proof of coverage and policy details if relocation or transition to virtual care becomes necessary.
- **Clear procedures for reentering and reopening the practice after an evacuation** – It is important to ensure continuity of care and restoration of normal operations.
- **Routine reviews of all information** – After implementing the plan, review and update it routinely to ensure all policies, procedures, contact information, insurance coverage, and legal documents remain current.

When a Hurricane Strikes – Response and Recovery

Communication

- Stay informed about emergency directives and recovery updates issued by state and local government agencies. Consider enrolling in text, email, and social media alert systems.
- Contact staff promptly to assess availability and establish anticipated return-to-work timelines when conditions allow.
- Conduct virtual staff briefings at the start and end of each day to maintain communication and coordination.
- Arrange temporary telephone, fax, and answering services if standard systems are unavailable.
- Implement a patient telephone triage process to manage patient concerns and care needs efficiently.
-
-

- Establish telehealth services whenever possible to support continued patient access to care.
- Notify external vendors and business associates about operational disruptions and anticipated timelines for resuming services.

Patient Records

- Assess and document any damage to or loss of electronic and paper patient records and storage systems.
- Make every effort to recover damaged patient and business records and maintain documentation of recovery activities.
- Review guidance from state licensing boards and federal agencies, such as U.S. Department of Health and Human Services and Centers for Medicare & Medicaid Services, regarding lost or damaged medical records.
- Reconstruct lost patient charts during the next patient encounter and clearly note that the record is a reconstructed copy.
- Date and initial all delayed entries or duplicated documentation created during recovery efforts.
- Maintain thorough documentation of all actions taken to restore and protect records.
- Contact your insurance carrier regarding restoration services and claims procedures.
- Reestablish secure storage systems and use temporary storage solutions if needed.
- Seek legal guidance regarding patient notification requirements during recovery activities.

Computers and Systems

- Work with computer service vendors to verify system integrity and support recovery efforts.
- Inventory and document all hardware and software damage.
- Confirm insurance coverage for repair, replacement, and operational losses.
- Review warranties and consider using an information technology restoration service if necessary.
- Restore storage systems, software applications, and internal programs.
- Reinstate data backup procedures and routinely test systems to ensure ongoing compliance and functionality.

Office Building

- Notify the property owner and insurance carrier of any building damage.
- Review inspection findings and repair timelines to evaluate the impact on practice operations.
- Address mold prevention and remediation promptly if the building experienced flooding or water damage.

Hurricane Preparedness for Patients

- Plan ahead.
 - Write down emergency phone numbers.
 - Prepare an emergency supply kit.
 - Locate the nearest shelter.
 - Gather emergency supplies, such as food / water, medicine, emergency power sources (flashlights), personal items, and important documents (passports, birth certificates and personal identification).
- Get your home ready.
 - Clear your yard of debris.
 - Cover up windows and doors.
 - Fill clean water containers with drinking water.
 - Check your carbon monoxide (CO) detector's battery to prevent CO poisoning.
- Get your car ready.
 - Fill your car's gas tank.
 - Move cars and trucks into your garage or under cover.
- Get your family ready.
 - Go over your emergency plan with your family.
 - Keep checking for updates about the storm.
 - Call the hospital, public health department, or the police about special needs.

- Flush hot and cold water lines for at least 10 minutes if the facility has been vacant for one week or longer.
- Create an inventory of equipment, medications, and supplies exposed to water, temperature extremes, or contaminants, and appropriately repair, replace, or dispose of damaged items.

Pharmacies

Prescription medications are a critical part of effective healthcare. In a disaster situation, shortages can arise from lack of available distribution locations, damage to storage/distribution locations, lack of refrigeration, or a patient's inability to access their medications. Medication shortages can cause inadequate treatment, and may require rationing and crisis care strategies.

Community members with acute or chronic conditions may face challenges obtaining their medicine before, during, and after disasters. These barriers can exacerbate their medical conditions, which can also increase the vulnerability of a population and the number of preventable medical care and emergency room visits.

The tips and resources below can help pharmacists and healthcare providers prepare for and respond to shortages and other pharmaceutical-related challenges that may arise during and after a disaster.

Hurricane Tips and Resources for Pharmacies

- Prepare to conserve medications, substitute, and adapt if resources become scarce.
- Maintain situational awareness of drugs approaching scarcity and plan accordingly.
- Broaden options and consider different suppliers or medications.
- Encourage patients to subscribe to their retail pharmacies on social media to get disaster alerts.
- Keep a list of key resources for pharmacies, such as:
 - [Rx On The Run - Healthcare Ready](#)
 - [Emergency and Disaster Preparedness | National Association of Boards of Pharmacy](#)
 - [The Pharmacy Response to Patient Surge](#)
 - [Drug Shortages | ASPR TRACIE](#)
 - [Pharmacy Topic Collection | ASPR TRACIE](#)

References

[Action steps for medical practices facing hurricanes and storm flooding](#)
[Disaster Preparedness for Your Office Practice](#)
[Healthcare Facility Evacuation/Sheltering | ASPR TRACIE](#)
[Hurricane Resources at Your Fingertips](#)
[Pharmacy | ASPR TRACIE](#)
[Preparing for Hurricanes or Other Tropical Storms | Hurricanes | CDC](#)

Get a Game Plan for Hurricane Season

Hurricane season kicked off on June. Don't wait until a storm is in the Gulf. Get your game plan ready now and stay prepared throughout hurricane season. Storms can develop quickly, bringing heavy rain, flooding, strong winds, and power outages. Having a plan before a storm approaches can help keep your family safe and reduce stress when severe weather strikes.

Take action **TODAY** to be better prepared for when the worst happens. Visit [Home - Get a Game Plan](#), the official emergency preparedness information provided by the Louisiana Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP).

To help individuals and families prepare for hurricane season, there are also resources available on the Federal Emergency Management Agency's (FEMA) websites in English at www.Ready.gov and in Spanish at www.Listo.gov.

Drowning Prevention & Water Safety

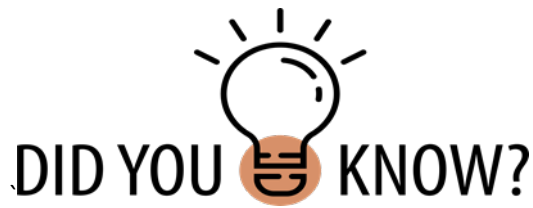
Drowning is fast, silent, and preventable. It can happen in seconds, in all types of water. Louisiana has the third-highest drowning rate in the United States for children under 15. And for children ages 1-4, drowning is the leading cause of death.

All of us have a role to play in keeping children in Louisiana safe around water with a few simple steps. Keep an active watch on children in and around water. Know safety skills - teach children how to swim, prepare for emergencies by learning CPR, and stay alert for common hazards. Use appropriate water safety equipment like barriers and correctly-sized life jackets.

Get your swim plan together today because water safety is a job for everyone.



All Water. All the Time.
All of us, Louisiana.
Water safety is a job for everyone.



Act 657 - Emergency Medications

[Act 657 of the 2024 Legislation Session](#) allowed for the stocking of emergency medications by certain qualified entities such as early learning centers, colleges and universities, restaurants, after-school programs, and others to be in a position to utilize such medications in emergencies.

On April 1, 2025, the Louisiana Surgeon General issued standing orders for the distribution or dispensing of three emergency medications: **albuterol**, **epinephrine**, and **naloxone**. These medications are intended to support time-sensitive emergency medical situations, including acute allergic reactions (anaphylaxis), known or suspected opioid overdoses, and acute respiratory distress caused by asthma or allergic reactions. LDH is committed to supporting entities in their efforts to provide access to life-saving medications.

[Learn more about Act 657](#)
[Letter to Qualified Entities](#)

For questions or for additional guidance on securing and administering these medications, contact:

Dr. Juliette Saussy
Chief Medical Officer
 LDH Office of Public Health
Juliette.Saussy@la.gov

NEWSLETTER

Medicaid Policy Inbox

The Medicaid Policy Inbox is accessible through the **Send Questions and Comments** link at the bottom of the Medicaid Policy Gateway page of the LDH website.

The purpose of the mailbox is to provide an avenue for the user to **ask questions** or **provide comments** about Louisiana Medicaid policy by connecting them to appropriate resource to address their concerns.

Working together for a healthy Louisiana

Your questions and comments help us improve communication and support Louisiana Medicaid providers and stakeholders.

Thank you for your partnership in providing quality care to Louisiana residents.

Medicaid Work Requirements Begin in 2027

The Centers for Medicare & Medicaid Services (CMS) released an [Interim Final Rule \(IFR\)](#) requiring that certain adult Medicaid applicants and enrollees must, as a condition of Medicaid eligibility, meet an 80 hours per month work requirement, through employment, education, work programs, or community service. This rule governs Louisiana Medicaid's implementation of work requirements.

Starting **January 1, 2027**, adults between the ages of 19 and 64 who do not have a disability or a **qualifying medical condition** will have to report community engagement activities, commonly known as **work requirements**, to keep their health coverage. Members will need to show participation in at least 80 hours of community engagement activities or earning at least \$580 each month. Community engagement activities can include work, job training, education and volunteering.

A new interactive screening tool is available online to help Medicaid members determine if they will be affected by work and community engagement reporting requirements. The tool includes a short series of questions regarding age, possible exemptions, income and current community engagement activities (working, training, volunteering or going to school) to determine if they should expect to be excused from work requirements or if they may need to take action to prepare for reporting.

Most people are exempt from these rules, meaning they do not have to participate. This includes pregnant or postpartum women, caregivers of young children or a disabled individual, medically frail people, disabled veterans, foster youth, and others.

Find the latest on this project at www.ldh.la.gov/Medicaid/work-requirements.

Upcoming Changes to Medicaid Eligibility for Certain Immigrants

Effective October 1, 2026, changes to federal law will redefine which immigration statuses qualify for full-scope Medicaid and CHIP coverage. Under the new rules, only Lawful Permanent Residents (green card holders), Cuban and Haitian entrants, and COFA migrants will remain eligible for full benefits. Many lawfully residing immigrants who currently qualify for Medicaid or CHIP, including some asylees, refugees, and victims of trafficking, may no longer be eligible.

Medicaid will use federal databases to verify the citizenship and immigration status of current members. If a member's status can be confirmed, no action will be needed. Members whose status cannot be verified, or whose status appears ineligible, will receive a request for information letter by mail beginning May 14.

Closures for individuals no longer eligible will begin on September 30, 2026. Members who believe they qualify for an exemption or may be eligible for Medicaid through another category may file an appeal.

Do you provide
healthcare services to
children and families?

We want to
hear from you!



Take our survey! Help make the Louisiana developmental health system work for all!

[Do you work with children or pregnant and parenting families in Louisiana?](#) Tell us about your experiences! Our survey will collect information from health care providers across the state about the developmental screening process.

As integral decision-makers in the healthcare system and the lives of your patients, your input on this 10-15-minute survey will help inform the resources we create to address your needs and improve screening and follow-up services for all Louisiana health care providers, children, and families.

Your participation will provide valuable insights about current screening practices, challenges, and opportunities for collaboration related to the system of care that supports children's health and development.



You will answer questions about:

- Pediatric developmental screening at well-child visits
- Caregiver depression screening at well-visits
- Care coordination practices with families during and after well-child visits

You can complete the survey by:

- Using your phone to scan the QR code
- Accessing the survey online at bit.ly/4cc6zZ5

Want more information? Email DevScreen@la.gov with any questions.

Louisiana Chapter
DEVELOPMENTAL SCREENING
American Academy of Pediatrics
COMMITTED TO THE HEALTH OF ALL CHILDREN





Don't Wait, Enroll Today as a LaHIPP Provider!

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.

To qualify for the LaHIPP program, individuals must have access to ESI, have a dependent that is certified to receive Medicaid and is enrolled in ESI or IHI, and have their case determined as cost effective.



Providers can benefit from this program by receiving a higher reimbursement rate from the employer-sponsored insurance and by billing Medicaid secondary for patient out-of-pocket costs such as copays and deductibles.

Providers can increase LaHIPP enrollment by telling their Medicaid patients about the program. Applications and brochures that can be displayed in the provider's office are available for download on the LDH LaHIPP [website](#).

 Expanded Patient Network <i>Gain access to more Medicaid-eligible patients</i>	 Improved Continuity of Care <i>Helping families to maintain private health insurance and ensure coverage for services that may not be covered</i>	 Reimbursements <i>Higher reimbursement rates</i>
---	--	---

Provider Enrollment

☎ (833)641-2140

✉ louisianaprovenroll@gainwelltechnologies.com

Provider Relations

☎ (225) 924-5040 or

☎ 1-800-473-2783

Claims

☎ (225) 342-3855 (Option 2)

✉ MMISClaims@la.gov



LaHIPP Provider Q&A

What is the difference between a Basic Medicaid Provider and a LaHIPP Only Provider?

A sub-specialty group has been created to enroll Medicaid providers to service only Louisiana Health Insurance Premium Payment (LaHIPP) recipients. The creation of this group will ensure that LaHIPP recipients will have access to their commercial health care provider network and Medicaid enrolled providers. Please note that the panel of providers servicing only LaHIPP recipients will only be accessible to LaHIPP recipients. The provider locator tool (PLT) has been updated with the service type *Providers Servicing Only LaHIPP*.

What are the benefits of enrolling as a LaHIPP Provider?

Enrolling as a 'LaHIPP Only' Provider allow providers access a LaHIPP member's TPL, ensuring you can bill claims directly to the appropriate commercial insurer and receive the commercial insurance payments, which can be higher than the Medicaid contracted rate.

If the LaHIPP member's commercial insurer deny claims, LDH will pay for the claim and any other patient liability related expenses when the member follows the policies of the primary plan.

How do I apply to become a LaHIPP Only Provider?

You must fully complete the [LaHIPP Only - Entity/Business Provider Enrollment Form](#) or [LaHIPP Only - Individual Provider Enrollment Form](#) and agree to the Medicaid terms and conditions which include the Provider Agreement Addendum.

Who do I contact for more information?

- For information on how to enroll as a LaHIPP Provider, visit https://www.lamedicaid.com/Provweb1/Provider_Enrollment/ProviderEnrollmentIndex.htm
- Already an FFS or LaHIPP Provider and have a claims question? Contact: MMISClaims@la.gov
- To learn more about this program or to refer a member to apply to LaHIPP go to: <https://www.ldh.la.gov/lahipp>



Understanding LaHIPP – A Provider’s Guide to Participation



[Understanding LaHIPP: A Provider’s Guide to Participation](#) video is now available in the Provider section. Watch to learn key program details, requirements, and how to successfully support eligible members through the Louisiana Health Insurance Premium Payment Program (LaHIPP).



July 2026 Health Observances

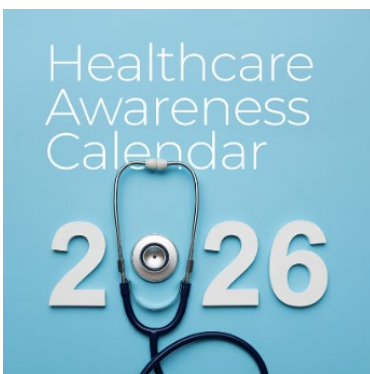
Month-Long (July 1-31)

- **Cord Blood Awareness Month:** Educating expectant parents on the benefits of cord blood banking.
- **Sarcoma Awareness Month:** Raising funds and awareness for bone and soft tissue cancers.
- **National Cleft & Craniofacial Awareness and Prevention Month:** Focusing on care, prevention, and support for craniofacial differences.
- **National Minority Mental Health Awareness Month:** Dedicated to addressing mental health stigma and disparities in underserved communities.
- **UV Safety Month:** Promoting sun protection and skin cancer awareness during peak summer months.
- **Juvenile Arthritis Awareness Month:** Highlighting support and education for children and families affected by rheumatic conditions.
- **International Group B Strep Awareness Month:** Spreading prevention and screening information regarding Group B Strep in pregnancy.

Key Days

- **Chronic Disease Awareness Day (July 10):** Spotlights the daily challenges faced by those living with long-term, chronic conditions.
- **World Population Day (July 11):** Established by the United Nations to focus attention on the urgency and importance of population issues.
- **World Brain Day (July 22):** Promotes brain health awareness and the prevention of neurological diseases.
- **World Sjogren’s Day (July 23):** Raises global awareness for Sjogren’s syndrome, an autoimmune disorder.
- **World Drowning Prevention Day (July 25):** A global call to action to prevent drownings, a leading cause of accidental death.

- **World Hepatitis Day (July 28):** Backed by the World Health Organization to scale up efforts to prevent, diagnose, and treat viral hepatitis.



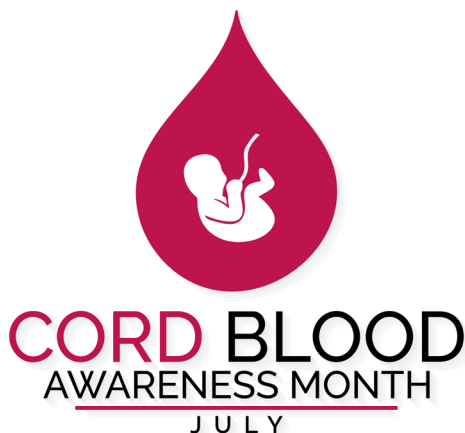
Cord Blood Awareness Month

Did you know July has been declared Cord Blood Awareness Month which aims to raise awareness amongst expectant parents about the importance of saving umbilical cord blood, as well as the valuable stem cells that it contains.

Cord blood banking means preserving the newborn stem cells found in the blood of the umbilical cord and the placenta. After a baby is born, and even after delayed cord clamping, there is blood remaining in the umbilical cord and placenta that holds valuable newborn stem cells.

Umbilical cord blood stem cells are referred to as the 'building blocks of life' because they are the foundation of all organs, tissues, blood, and the immune system. They serve as the internal repair system due to their unique ability to self-renew indefinitely and divide into specialized cells. This means they can transform into many different cell types within the body to repair, regrow or regenerate damaged cells within the body.

Parents have a choice between donating cord blood to a public bank for free, or paying to store it for their family in a private bank. Cord blood banking includes the whole process from collection through storage of newborn stem cells for future medical purposes.



Article Retrieved from: <https://karecoretx.com/cord-blood-awareness-month/>

July Dates to Note

State offices will be closed for the following:

- 4th of July (Observance) – July 3rd



Understanding Sjögren's Syndrome

Sjögren's disease is a chronic, systemic autoimmune condition in which the immune system mistakenly attacks the body's moisture-producing glands. As a systemic disease, affecting the entire body, symptoms may remain steady or worsen overtime. There is no one single progression of the disease and this can make it challenging for patients and their physicians. Some people experience mild discomfort, others suffer debilitating symptoms that greatly impair their functioning. While many patients experience dry eyes, dry mouth, fatigue and joint pain, Sjögren's can also cause dysfunction of organs such as the kidneys, gastrointestinal system, blood vessels, lungs, liver, pancreas, and the central nervous system. Patients also have a higher chance of developing lymphoma.

A challenge with Sjögren's is that it can mimic other conditions and diseases, giving it a higher chance to be overlooked or misdiagnosed. Nine out of ten diagnosed patients are women, however Sjögren's can be diagnosed in all ages, races and genders. This includes a larger male population with Sjögren's as well as a growing number of patients being diagnosed under 18. Early diagnosis and proper treatments are important as they may prevent serious complications and greatly improve a patient's quality of life. About half of the time Sjögren's occurs alone, and the other half it occurs in the presence of another autoimmune connective tissue disease such as Rheumatoid Arthritis, Lupus, or Scleroderma. In addition, Sjögren's is often misrepresented as a rare disease, however it is estimated that there are four million Americans living with this disease, making it one of the most prevalent autoimmune diseases.

While there is no cure, symptoms can be effectively managed with targeted therapies, lifestyle adjustments, and consistent self-care. Sjögren's disease impacts the entire body. Systemic treatments or systemic therapies are treatments that work throughout your whole body, rather than targeting a specific area or part of the body.

Some treatments for Sjögren's treat a specific organ or body system that's being impacted by Sjögren's. Keep in mind that Sjögren's can impact almost any organ or body system. Treatments for a specific organ or body system generally aim to control inflammation throughout and prevent long-term damage to that organ or system. The exact type of

treatments you need depends on which organs or body systems are impacted and the symptoms you experience. They can include over-the-counter or prescription medicines or lifestyle changes.

Patients need to remember to be pro-active in talking with their physicians and dentists about their symptoms and potential treatment options as this may help prevent serious complications later on.

Article Retrieved from: <https://sjogrens.org/understanding-sjogrens>



Strengthening Maternal Health through Timely Prenatal and Postpartum Care

Timely prenatal and postpartum care is essential to improving outcomes for mothers and infants. Providers play a critical role in engaging members early in pregnancy and ensuring appropriate follow-up after delivery—when missed care can lead to serious complications.

Understanding the PPC Measure

Many pregnancy-related complications can be prevented with timely, high-quality care. Early prenatal visits and comprehensive postpartum follow-up help support healthy pregnancies and long-term maternal and infant health.

The Prenatal and Postpartum Care (PPC) measure evaluates care for members with a live birth and focuses on two key timeframes:

- **Prenatal Care:** First trimester visit or within 42 days of enrollment
- **Postpartum Care:** Visit between 7–84 days after delivery

Documentation Best Practices

Accurate documentation ensures services are captured and supports quality performance:

- **Prenatal:** Include pregnancy diagnosis, prenatal assessments, OB exams, or screenings
- **Postpartum:** Document visit timing and include physical exam, mental health screenings, or counseling topics

Coding Reminder

Use appropriate CPT, HCPCS, and CPT II codes when submitting claims to ensure accurate reporting and reduce administrative burden.

Partnering for Better Outcomes

Early engagement, timely visits, proactive outreach, and complete documentation all help ensure members receive the care they need throughout pregnancy and beyond.

Important information regarding UnitedHealthcare closeout

As of March 31, 2026, LDH's contract with UnitedHealthcare has ended. As part of this transition to ensure uninterrupted access to care, Medicaid members previously enrolled with UnitedHealthcare were moved to other participating managed care organizations (MCOs). You can read more [here](#).

REMINDER: Stay Compliant: Don't Miss Your Medicaid Revalidation Deadline

*Under federal and state regulations, **ALL** Medicaid-enrolled providers must revalidate their enrollment at least once every five years. However, providers of Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) face a stricter timeline and must revalidate every three years.*

Louisiana Medicaid requires providers to complete periodic evaluations. This process includes a comprehensive review based on your assigned risk level and may involve site visits, fingerprint-based criminal background checks, and updated disclosures—similar to what's required for new enrollments or reenrollments.

How you will be notified:

Providers will receive notification when it is time to revalidate through:

- Email from the Provider Enrollment Portal; and
- A letter sent via the U.S. Postal Service.

You can also stay ahead by checking your revalidation due date and status anytime using the [Provider Lookup Tool](#).

Did not receive a notice?

If you believe your revalidation is due but have not received a notification, contact Gainwell Technologies for assistance:

- Email: <mailto:louisianaprovenroll@gainwelltechnologies.com>
- Phone: (833) 641-2140.

Avoid Disruptions to Your Payments

Failure to complete revalidation by the deadline may result in claim denials and the deactivation of Medicaid billing privileges. If this occurs, you will need to submit a full re-enrollment application—and Medicaid will not reimburse services provided during any period of deactivation.

Stay proactive to ensure uninterrupted participation in the Medicaid program.

Youth Health Transition (YHT) Toolkit

Healthcare teams can now access a web-based resource designed to support youth as they transition to adult care. Featuring step-by-step guidance and practical tools, the platform helps providers strengthen care coordination while equipping young people with essential self-management skills for greater independence.

🔗 Explore the toolkit: ldh.la.gov/page/youth-health-transition-toolkit.

Provider-to-Provider Consultation Line



PROVIDER TO PROVIDER CONSULTATION LINE

Pediatric and Perinatal Mental Health Support

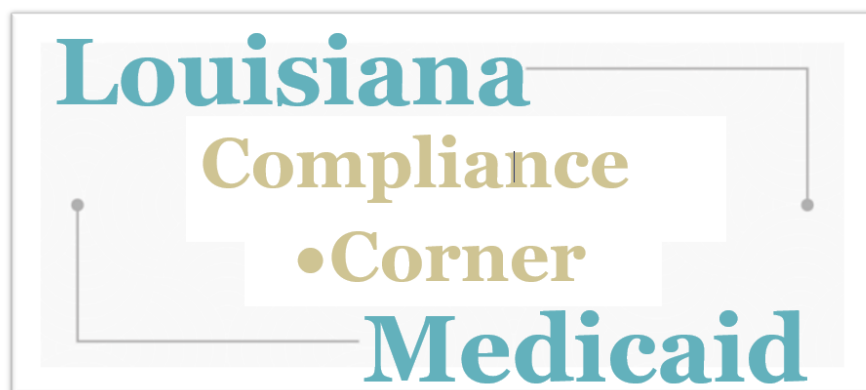
Need Behavioral Health Support for Your Pediatric Patients?

The [Louisiana Provider-to-Provider Consultation Line \(PPCL\)](https://ldh.la.gov/ppcl) offers free, expert support to help you manage behavioral and mental health concerns for patients ages 0–21. Connect directly with Mental Health Consultants and on-call psychiatrists for real-time guidance on diagnosis, treatment and medication management.

Plus, expand your expertise and earn CEUs/CMEs through PPCL's [TeleECHO](https://ldh.la.gov/telecho) sessions.

Get started today and learn more at ldh.la.gov/ppcl.

Call: (833) 721-2881 | Email: ppcl@la.gov



Remittance Advice Corner

2025 Annual 1099 Notice for Providers

Louisiana Medicaid 2025 1099's will be distributed by U.S. Mail on or before January 31, 2026. Electronic copies are now available for download by going to the Louisiana Medicaid website, www.lamedicaid.com, Secure Portal, application link, Online 1099. If replacement copies or additional copies are needed, providers must print them from the website. If you feel there is an error on your 1099, please contact Gainwell Provider Enrollment at 225-216-6370. Prior year 1099's will be stored in the archive on www.lamedicaid.com.

Provider Manual Revision Log

A recent revision has been made to the following Medicaid Provider Manual chapters. Providers should review the revisions in their entirety at www.lamedicaid.com under the "Provider Manual" link:

Manual Chapter	Section(s)	Date of Revision(s)
American Indian 638 Clinics	Section 39.4 – Reimbursement	06/09/26

Medicaid Public Notice and Comment Procedure

In accordance with La. R.S. 46:460.51, et seq., before adopting, approving, amending, or implementing certain policies or procedures, the Louisiana Department of Health (LDH) will make the proposed policy or procedure available on the LDH website for 45 days for the purpose of gathering public feedback.

In cases where there is an urgent threat to public health, safety, or welfare that necessitates immediate implementation of the proposed change, the Department may proceed to adopt the change prior to the public comment period or its expiration. A statement explaining the determination of imminent peril to public safety or welfare will be provided.

Refer to the link below the table containing changes to the provider services manual that are open for public comment.

1. [Louisiana Medicaid \(Title jyXIX\) State Plan and amendments](#)
2. [Louisiana Medicaid Administrative Rulemaking activity](#)
3. [Medicaid provider manuals \(Medicaid Services Manual\)](#)
4. [Contract amendments](#)
5. [Managed care policies and procedures](#)
6. [Demonstrations and waivers](#)

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

Updated Authorities

Keeping you **in**formed

Keep up to date with all provider news and updates on the Louisiana Department of Health website:

[Informational Bulletins | La Dept. of Health](#)

Subscribe to Informational Bulletin Updates by email:
<https://ldh.la.gov/index.cfm/communication/signup/3>

Louisiana Medicaid State Plan amendments and Rules are available at:
[Medicaid Policy Gateway | La Dept. of Health](#)

Pharmacy Benefits Management (PBM) Program Information:
<https://www.lamedicaid.com/provweb1/Pharmacy/pharmacyindex.htm>

Louisiana Medicaid Fee Schedules:
https://www.lamedicaid.com/provweb1/fee_schedules/feeschedulesindex.htm

The mission of the Louisiana Department of Health is to protect and promote health and to ensure access to medical, preventive and rehabilitative services for all residents of the state of Louisiana.

*LDH is committed to the highest standards of conducting its affairs in full compliance with state and federal laws, regulations and policies. To report fraud, or other violations of federal and state laws and regulations or violations of LDH policies, send an email to LDHreportfraud@la.gov or call the **Internal Audit Unit** at (225) 342-7498. When making a report, particularly if you choose to remain anonymous, please provide as much information about the alleged activity as possible. Try to answer the questions of **who, what, when, where and how**.*

LOUISIANA DEPARTMENT OF HEALTH

ldh.la.gov



Provider FAQs

1. [Where is there a listing of Parish Office phone numbers?](#)
2. [If a recipient comes back with a retroactive Medicaid card, is the provider required to accept the card?](#)
3. [Does a recipient's 13-digit Medicaid number change if the CCN changes?](#)
4. [Are State Medicaid cards interchangeable? If a recipient has a Louisiana Medicaid card, can it be used in other states?](#)
5. [Can providers request a face-to-face visit when we have a problem?](#)
6. [For recipients in Medicare HMOs that receive pharmacy services, can providers collect the Medicaid pharmacy co-payment?](#)
7. [Do providers have to accept the Medicaid card for prior services if the recipient did not inform us of their Medicaid coverage at the time of services?](#)
8. [Who should be contacted if a provider is retiring?](#)
9. [If providers bill Medicaid for accident-related services, do they have to use the annotation stamp on our documentation?](#)
10. [What if a Lock-In recipient tries to circumvent the program by going to the ER for services?](#)
11. [Does the State print a complete list of error codes for provider use?](#)
12. [If providers do not want to continue accepting Medicaid from an existing patient, can they stop seeing the patient?](#)



We Are Here!

Directions, Map, and Instructions

Louisiana Department of Health
Bienville Building
628 North 4th Street
Baton Rouge, LA 70802



Directions from Lafayette

Take I-10 East to Baton Rouge.

At I-10 Exit 155B turn onto the ramp that merges onto I-110 North.

Take the North Street exit on your left.

Continue down North Street to the Bienville Building at the corner of North and 4th Streets.

Directions from New Orleans

Take I-10 West from New Orleans to Baton Rouge.

At I-10/I-110 Exit, merge onto I-110 North.

Take the North Street exit on your left.

Continue down North Street to the Bienville Building at the corner of North and 4th Streets.

Directions from North Baton Rouge

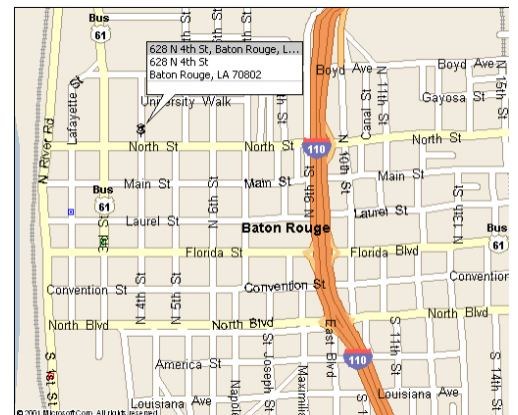
Take I-110 South.

After passing Capitol Access Road exit, take North 9th Street exit.

Follow service road alongside interstate.

Turn right onto North Street.

Continue down North Street to the Bienville Building at the corner of North and 4th Streets.



Parking Options:**Option 1**

Galvez Parking Garage
 504 North 5th Street (Located at the corner of North and 5th Streets)
 Baton Rouge, LA 70802

[Know your license plate number for validation purposes]

Option 2

Street parking around the Bienville Building is available at a cost of \$0.25 every 15 minutes. This can be paid several ways:

1. [Flowbird USA app](#),
2. Kiosks located on every block, and
3. Signs with QR codes and texting options throughout the downtown area.

[There is a maximum limit of two hours daily to park on the street.]

Checking In and Parking Validation Procedures:

Proceed to the Bienville Building Front Security Desk to:

1. Check In and Receive Visitor Identification Badge

- a) You are required to provide official government-issued identification to obtain a visitor identification badge.
- b) Inform the security guard of the meeting name and the phone number associated with your scheduled visit. The security guard will contact someone to escort you up to the designated area.
- c) Please wait in the main lobby for your escort.

2. Validate your Parking in the Galvez Parking Garage

Note: You have a limited timeframe of 30 minutes from the moment you park to complete the validation process; otherwise, a citation will be issued.

Use your cellular phone and scan the QR code by the Front Security Desk in the Bienville Building.

- a) Retrieve the passcode from the security guard.
- b) Enter the passcode.
- c) Enter your license plate number.
- d) A green check will show on your screen to confirm validation for 12 hours.

For Information or Assistance, Call Us!



General Medicaid Eligibility Hotline

1-888-342-6207

Provider Relations

1-800-473-2783

(225) 294-5040

[Medicaid Provider Website](#)

Prior Authorization:

Home Health/EPSDT – PCS - Dental

1-800-807-1320

1-855-702-6262

[MCNA Provider Portal](#)

DME and All Other

1-800-488-6334

(225) 928-5263

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

MMIS Claims Processing Resolution Unit

(225) 342-3855

MMISClaims@la.gov

[MMIS Claims Reimbursement](#)

MMIS/Recipient Retroactive Reimbursement

(225) 342-1739

1-866-640-3905

Medicaid.RecipientReimbursement@LA.gov

[MMIS Claims Reimbursement](#)

MES Long Term Care Claims Resolution Unit

MESLTCClaims@LA.gov

(225) 342-3855

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](#)