

Medicaid to Host Provider Webinar About New MCO Contracts

Louisiana Medicaid is hosting a series of provider webinars on upcoming changes to Medicaid’s managed care program and the potential changes in health plan enrollment for Medicaid members. All providers that file claims with Louisiana Medicaid are invited to attend.

Six webinars are scheduled, but providers need only attend one of the webinars. The information shared will be the same for all webinars, focusing on the addition of a sixth health plan to the managed care program and the health plan auto assignment of most current members prior to January 1, 2023. This auto assignment means some members may be assigned a health plan that is different from their current health plan. There is no registration for the webinar, but there is limited capacity of 3,000 participants for each webinar. If that capacity is reached, no additional participants will be able to join. Medicaid may consider future webinars if providers are unable to attend due to capacity limitations.

There will be an opportunity for questions and answers during the webinar. Providers with questions needing a health plan response are reminded to consult [Informational Bulletin 19-3](#) which provides contacts for escalation of provider issues.

The webinar will be made available online for those unable to attend.

Webinars are scheduled for the following dates and times:

- **Friday September 2, 2022 (three separate webinars)**
 - First webinar - 9:30 – 10:30 a.m.
 - Second webinar - 11 a.m. - 12 p.m.
 - Third webinar - 4 - 5 p.m.

- **Wednesday, September 7, 2022 (two separate webinars)**
 - First webinar - 9:30 – 10:30 a.m.
 - Second webinar - 11 a.m. - 12 p.m.

- **Thursday, September 15, 2022 (one webinar)**
 - Time: 3:30 – 4:30 p.m.

Table of Contents

Medicaid to Host Provider Webinar About New MCO Contracts	1
Medicaid Provider Enrollment Required	2
Reminder for Medicaid Members	3
Monkeypox Toolkit	4
LDH’s Public University Partnership Program Extends Deadline	4
Emergency Preparedness and Disability Awareness Training	4
The FDA Bad Ad Program	5
Affordable Connectivity Program to Assist with Internet Affordability	7
Vaccine Incentive Program Available for Medicaid Members	7
FDA Authorizes Emergency Use of Novavax COVID-19 Vaccine	8
Medicaid Coverage for COVID-19 Testing for Uninsured Patients	8
Remittance Advice Corner	9
Medicaid Public Notice and Comment Procedure	9
Manual Chapter Revision Log	10
Useful Links	10
For Information or Assistance	11

The zoom information is the same for all webinars.

Zoom

link: <https://us06web.zoom.us/j/84703521523?pwd=SVZhWDFsKzlpR3g0aWFTTzV6TTcwZz09>

Zoom Passcode: 522498

Medicaid Provider Enrollment Required

Providers who file claims with Louisiana Medicaid are required by Federal laws to enroll in Medicaid's new web-based provider enrollment portal.

The enrollment portal must be used by Medicaid providers. This includes fee-for-service, managed care organization (MCO) only, Dental Benefits Program Manager (DBPM), and Coordinated System of Care (CSoC) providers.

The deadline to submit an enrollment application is September 30. Providers must allow several weeks from the time of the application submission to the time that enrollment is considered complete. Claims will be denied beginning December 31, 2022, for providers who have not completed the enrollment process.

The September 30 deadline applies to:

- Providers enrolled with Fee for Service (FFS) Medicaid before December 31, 2021
- Providers enrolled with an MCO, DBPM, or Magellan before March 31, 2022

Providers should visit www.lamedicaid.com to enroll. Providers will need several data points to complete enrollment, including Louisiana Provider ID, NPI, city, state, and zip code. This information is included in a letter from Gainwell Technologies.

New FFS Medicaid providers should continue to follow the [enrollment process outlined](#) for FFS Medicaid and will be invited to enroll in the portal at a later date.

New MCO, DBPM & Magellan providers should continue to follow the enrollment processes outlined for MCO, DBPM, and Magellan and will be invited to enroll in the portal at a later date.

If providers are unsure of their enrollment status, a Provider Portal Enrollment Lookup Tool is available at www.lamedicaid.com. Data elements that may be used for lookup include NPI, provider name, provider type, specialty, address, city and state, or zip code. The results given will show the provider's status as either enrollment complete, action required or currently in process by Gainwell. Providers that are not shown in the results are not required to enroll at this time. Invitation letters for those providers will be sent at a later date. The Lookup Tool is updated daily and the results may be downloaded. If your information has not been processed within 15 business days, please contact Gainwell Technologies by emailing louisianaprovenroll@gainwelltechnologies.com or contacting 1-833-641-2140 for a status update on enrollment and any next steps needed to complete the process.



MEDICAID MEMBERS DON'T RISK LOSING YOUR HEALTH COVERAGE.

Keep your address and phone number up to date.
You can do this:



- Online at mymedicaid.la.gov
- By email at mymedicaid@la.gov
- By calling your health plan
(the number is on your insurance card)
- Or by calling Louisiana Medicaid
toll-free at 1-888-342-6207



Don't miss important updates about your health insurance. If you do get a letter in the mail, follow the instructions and respond to Medicaid.



Monkeypox Toolkit

LDH has created a toolkit to support monkeypox communications. The toolkit includes FAQs, social graphics, sample social posts, a fact sheet, and posters for providers. [Click here for the monkeypox communications toolkit.](#)

For general monkeypox questions or questions about the vaccine visit <https://www.ldh.la.gov/page/monkeypox> or call 211.

LDH's Public University Partnership Program Extends Deadline

Louisiana Medicaid is pleased to announce the continuation of the Louisiana Public University Partnership Program (PUPP). PUPP involves cost sharing between public universities and colleges, and LDH for research opportunities that will advance Louisiana Medicaid priorities.

The application period is currently open and the submission deadline has been extended to September 30, 2022. Interested parties are encouraged to submit their applications in advance of the deadline to ensure they have time to make any necessary application corrections.

Award notification will occur on November 1, 2022, with implementation beginning on January 1, 2024.

Findings from the research projects will guide policy-making and promote innovation and new approaches to address Medicaid priorities. These priorities include improving maternal and neonatal outcomes, improving early childhood health and development, reducing deaths and illness with a focus on preventive care, improving mental health and substance use outcomes, and improving health equity.

Successful proposals will demonstrate how a new project or expansion of existing efforts will promote the delivery of evidence-based, high-quality, accessible, and cost-effective care to Louisiana Medicaid members. The partnerships will offer a unique opportunity for the state to serve as a laboratory for innovation and develop local solutions for challenges facing LDH programs. Louisiana joins 25 other states that have similar research grant opportunities.

Visit <https://ldh.la.gov/page/4201> for more information about this funding opportunity or to apply.

Emergency Preparedness and Disability Awareness Training

The Louisiana Developmental Disability Council is offering a training on the needs of populations with disabilities, their access, and their functional needs. Content includes responsibilities of emergency management and disability advocates during an emergency.

- Federal Law mandates that emergency planning, preparedness, response and recovery include appropriate and accurate content that address people with disabilities, access, and functional needs.
- Emergency Operations Plans (EOP) must include procedures to solicit, receive, and use input from people with a variety of disabilities.
- Community evacuation plans shall address plans to enable people who have mobility disabilities, are blind or have low vision, are deaf or hard of hearing, have cognitive disabilities, mental illness.
- EOPs should have emergency warning systems effective for the deaf/hard of hearing.

- Emergency Shelters should have a back-up generator...so as to keep medications refrigerated...and for other power dependent needs.
- Ensure that people who use service animals are not separated from their service animal.
- Plans for post-emergency temporary housing that can accommodate people with disabilities.

Date: September 13-14, 2022

Location: Pineville, LA

Registration link and further details are embedded below.

The FDA Bad Ad Program

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

FDA's Bad Ad Program is an outreach program designed to help healthcare providers recognize potentially false or misleading prescription drug promotion. The program's goal is to raise awareness among healthcare providers including physicians, physician assistants, nurse practitioners, nurses, pharmacists, pharmacy technicians, and trainees about potentially false or misleading prescription drug promotion while also providing them with an easy way to report it to the Agency. The program is run by the FDA Office of Prescription Drug Promotion (OPDP) in the Center for Drug Evaluation and Research. Prescription drug promotion must not be false or misleading. There should be a balance between efficacy and risk information. Promotion of the drug must also reveal material facts about the product being promoted, including facts about consequences that may result from use of the drug.

The OPDP regulates prescription drug promotion made by or on behalf of the drug's manufacturer, packer, or distributor, including:

- TV and radio advertisements
- Written or printed prescription drug promotional materials
- Internet based promotion including social media
- Speaker program presentations
- Sales representative presentations

ODPD does not regulate promotion of:

- Over-the-Counter Drugs
- Certain Biological Products
- Medical Devices
- Foods
- Drugs for Animals
- Compounded Drugs
- Cosmetics
- Dietary Supplements

Some common drug promotion issues include:

- Omitting or downplaying of risk
- Overstating the drug's benefits
- Failing to present a "fair balance" of risk and benefit information
- Omitting material facts about the drug
- Making claims that are not appropriately supported
- Misrepresenting data from studies

- Making misleading drug comparisons
- Misbranding an investigational drug

The Bad Ad program provides an online continuing education program for healthcare professionals, including physicians, nurse practitioners, and pharmacists. [The FDA's Bad Ad CE Course](#) teaches providers how to recognize false or misleading prescription drug promotion.

To report potentially false or misleading prescription drug promotion, visit the [FDA's Bad Ad Program](#).

Reference:

[The Bad Ad Program | FDA](#)

FDA Drug Safety Communications

FDA Drug Safety Communication Regarding Dental Problems with Buprenorphine Medicines Dissolved in the Mouth to Treat Opioid Use Disorder and Pain

On January 12, 2022, the U.S. Food and Drug Administration (FDA) released an FDA Drug Safety Communication warning that dental problems have been reported with medicines containing buprenorphine that are dissolved in the mouth. The dental problems, including tooth decay, cavities, oral infections, and loss of teeth, can be serious and have been reported even in patients with no history of dental issues. Despite these risks, buprenorphine is an important treatment option for opioid use disorder (OUD) and pain, and the benefits of these medicines clearly outweigh the risks.

The FDA now requires a new warning about the risk of dental problems in the prescribing information and the patient Medication Guide for all buprenorphine-containing medicines dissolved in the mouth. The prescribing and patient information also includes strategies to maintain or improve oral health while undergoing treatment with these medicines. These strategies include:

- Refer patients to dental care services and encourage them to have regular checkups while taking these products. Patients should tell the dentist about all medicines they take, including buprenorphine.
- Educate patients to seek dental care and utilize strategies to maintain or improve oral health while being treated with transmucosal buprenorphine-containing products. Strategies include, but are not limited to, gently rinsing the teeth and gums with water and then swallowing after the medication has been completely dissolved in the oral mucosa. Patients should then wait for at least one hour after taking the buprenorphine-containing product before brushing teeth.

Facts about Buprenorphine Medicines that are Dissolved in the Mouth

- Buprenorphine-containing medicines that are dissolved in the mouth are approved to treat opioid use disorder (OUD), and one product is approved to treat pain. These medicines are available as tablets and films to be placed under the tongue or on the inside of the cheek and kept there until completely dissolved.
- These medicines are available as single-ingredient products and in combination with naloxone. Some of the brand names that buprenorphine medicines are marketed under include Belbuca, Bunavail, Suboxone, Subutex, and Zubsolv. They are also available as generics.
- Buprenorphine is an opioid and works by changing the way the brain and nervous system respond to pain.
- In patients taking buprenorphine for OUD, it reduces opioid withdrawal symptoms and the desire to use opioids, without causing the cycle of highs and lows associated with opioid misuse or abuse. At proper doses, buprenorphine also decreases the pleasurable effects of other opioids, making continued opioid use less appealing. When combined with counseling and other behavioral therapies, this comprehensive medication-assisted treatment (MAT) approach is often the most effective way for treating OUD. It can help sustain recovery and prevent or reduce opioid overdose. According to the U.S. Substance Abuse and Mental Health Services Administration (SAMHSA), MAT has been shown to be effective in improving patient survival, decreasing opioid use, and allowing patients to live a self-directed life, including the ability to gain and maintain employment.

- Common side effects of buprenorphine include headache, nausea, vomiting, constipation, pain, increased sweating, and insomnia.
- The use of buprenorphine-containing medicines that are dissolved in the mouth has been growing. The estimated number of prescriptions dispensed from U.S. outpatient retail and mail-order pharmacies increased from 11 million in 2014 to 16 million in 2020.

The Role of Healthcare Providers

Healthcare providers should ask patients about their oral health history prior to prescribing treatment with a transmucosal buprenorphine medicine. Patients should be referred to a dentist as soon as possible after starting transmucosal buprenorphine. Patients should be counseled about the potential for dental problems and the importance of taking extra steps to maintain or improve oral health while on these medications. Dentists treating someone taking a transmucosal buprenorphine product should perform a baseline dental evaluation and caries risk assessment, establish a dental caries preventive plan, and encourage regular dental checkups

Healthcare providers should also remember that buprenorphine is an important part of the treatment of opioid use disorder and that the benefits of these medicines clearly outweigh the risks.

References:

[FDA warns about dental problems with buprenorphine medicines dissolved in the mouth to treat opioid use disorder and pain Prescribing Information | SUBOXONE® \(buprenorphine and naloxone\) Sublingual Film \(CIII\)](#)

Affordable Connectivity Program Available to Assist with Internet Affordability

The Federal Communications Commission (FCC) launched the Affordable Connectivity Program (ACP) on December 31, 2022. The ACP is a new federal program that helps low-income households pay for internet services and connected devices like a laptop or tablet.

Households are eligible to enroll if their income is below 200% of Federal Poverty Guidelines, or if someone in their household currently receives a government benefit, such as SNAP, Medicaid, WIC, SSI, FPHA, Veterans Pension and Survivor Benefit, Free and Reduced-Price School Lunch Program or School Breakfast Program, USDA Community Eligibility Provision school, or received a Federal Pell Grant in the current award year.

Eligible households receive up to a \$30 per month discount on internet service, including associated equipment rentals such as modems; up to a \$75 per month discount if their household is on qualifying Tribal lands; and a one-time discount of up to \$100 for a laptop, tablet, or desktop computer if you pay a \$10 to \$50 co-pay. Some low-cost service plans may be fully covered.

To apply, visit affordableconnectivity.gov or call 1-877-384-2575 to request an application. Once the application is complete, contact a participating internet service provider to start receiving the monthly discount.

Vaccine Incentive Program Available for Medicaid Members

Louisiana Medicaid's "Shot per 100,000" COVID vaccine incentive program is an ongoing effort 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 includes Medicaid members who are **six months 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 for those ages five

and older, and on or after July 5, 2022 for those six months to four years old. 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 Medicaid's managed care organizations. 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.

FDA Authorizes Emergency Use of Novavax COVID-19 Vaccine

The [U.S. Centers for Disease Control and Prevention](https://www.cdc.gov) (CDC) has endorsed Novavax's two-dose COVID-19 vaccine as another COVID-19 vaccine primary series option for adults ages 18 and older, following its Advisory Committee on Immunization Practices' (ACIP) recommendation and the U.S. Food and Drug Administration's emergency use authorization (EUA).

LDH has notified all healthcare providers that this guidance is effective immediately, and they can start ordering the vaccine now. The Novavax vaccine is expected to become available in the coming weeks.

The Louisiana Medicaid Fee-for-Service (FFS) Pharmacy Program and managed care organizations (MCO) are covering Novavax, which is administered as a two-dose primary series, three weeks apart.

Novavax contains the SARS-CoV-2 spike protein and Matrix-M adjuvant. Adjuvants are included in some vaccines to enhance the immune response of the vaccinated individual.

The federal government covers the cost of the COVID-19 vaccine. Therefore, Louisiana Medicaid will reimburse enrolled pharmacies for the *administration fee only*. Coverage for the Pfizer, Janssen (Johnson & Johnson), and Moderna COVID-19 vaccines will continue.

Medicaid Coverage for COVID-19 Testing for Uninsured Patients

Per the Families First Coronavirus Response Act and the Coronavirus Aid, Relief, and Economic Security Act, Louisiana Medicaid provides 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 benefit is provided through Medicaid fee-for-service and not through the managed care program or 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.

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)
Ambulatory Surgical Centers (ASCs) Ambulatory Surgical Centers (ASCs)	<ul style="list-style-type: none"> • Section 29.1 – Covered Services • Section 29.3 – Reimbursement Appendix B – Claims Filing	08/10/22
Behavioral Health Services Behavioral Health Services	<ul style="list-style-type: none"> • Section 2.2 – Bed Based Services – Crisis Stabilization for Adults • Table of Contents Section 2.3 – Outpatient Services – Individual Placement and Support (IPS)	08/03/22 08/16/22
Pharmacy Benefits Management Services Pharmacy Benefits Management Services	<ul style="list-style-type: none"> • Table of Contents • Section 37.3 – Reimbursement • Section 37.5 – Appendixes Section 37.5.15 – Third Part Liability/Coordination of Benefits	08/30/22

Useful Links

Please see below a list of useful links:

- Louisiana Medicaid Informational Bulletins – <https://ldh.la.gov/page/1198>
- Subscribe to Informational Bulletin Updates by Email - <https://ldh.la.gov/index.cfm/communication/signup/3>
- Pharmacy Facts Newsletter– <https://ldh.la.gov/page/3036>
- Louisiana Medicaid COVID-19 Provider Guidance - <https://ldh.la.gov/page/3872>



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 Pharmacy Hotline	1-877-544-9544 1-800-437-9101 Medicaid Pharmacy Benefits
		Medicaid Fraud Hotline	1-800-488-2917 Report Medicaid Fraud

