



**State of Louisiana**  
Department of Health and Hospitals  
Bureau of Health Services Financing

**MEMORANDUM**

**DATE:** July 31, 2019

**TO:** Medicaid recipients, providers, and stakeholders

**FROM:** Jen Steele  
Medicaid Director

**SUBJECT:** Automated closure of Medicaid eligibility

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The Louisiana Department of Health is currently reevaluating its procedures for automated closure of Medicaid eligibility, specifically as it relates to renewals. Auto-closure is a feature of the new Medicaid eligibility determination system that went live in November 2018. It automatically closes any Medicaid case at the end of the renewal month if the recipient fails to respond by the required 30-day deadline noted in the renewal letter that is mailed by Medicaid to the recipient.

During this reevaluation period, LDH will not be utilizing the system's auto-closure functionality for persons undergoing annual renewal.

Additionally, prior to any termination of benefits, pursuant to auto-closure or otherwise, recipients will receive a final closure notice with appropriate due process, including appeal rights.

JS/jlk