MEMORANDUM

DATE: September 8, 2020
TO: Louisiana Medicaid Providers
FROM: Louisiana Medicaid
SUBJECT: Healthy Louisiana Open Enrollment begins October 15

Open Enrollment for Louisiana Medicaid enrollees is approaching. Between October 15, 2020 and November 30, 2020, enrollees can change their health plan without a qualifying reason, outside of their initial enrollment period. Please download the Open Enrollment Informational Flyer and display it in your office.

There are five health plans to choose from: Aetna, AmeriHealth Caritas, Healthy Blue, Louisiana Healthcare Connections and United Healthcare. In addition, for the first time, enrollees will have a choice between two dental plans. Previously, all Medicaid enrollees received dental coverage through one dental plan. There are two dental plans to choose from: DentaQuest and MCNA. Letters with information and instructions for choosing plans will be mailed in September to all enrollees that are included in this Open Enrollment period.

As a provider, it is important to let your patients know which plans you are accepting. There are limitations on what you can tell an enrollee. In general, you can inform enrollees which plans you accept, and the benefits, services and specialty care offered. However, you cannot:

- recommend one plan over another or incentivize a patient to select one plan over the other; or
- change an enrollee’s plan for him/her, or request a disenrollment on an enrollee’s behalf. These prohibitions against patient steering apply to participation in all Medicaid programs.

More details on Open Enrollment can be found in Informational Bulletin 20-18: Open Enrollment for Medicaid Managed Care Plans and Informational Bulletin 20-19: Open Enrollment for Medicaid Dental Plans.