



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

MEMORANDUM

DATE: June 17, 2021

TO: Medicaid Providers

FROM: Louisiana Medicaid

SUBJECT: Medicaid Renewals and Eligibility Checks Resuming

At the start of the COVID-19 public health emergency, Louisiana Medicaid made numerous changes to eligibility and enrollment systems and procedures. This included pausing renewals and wage checks to keep members covered during the public health emergency. Since March 2020, the only reasons a member could lose their coverage was if they died, moved out of state or asked to be closed.

Although we do not know when the public health emergency will end, Louisiana Medicaid is taking steps to prepare. In preparation for the end of the public health emergency, Medicaid has begun sending letters to members in the mail asking them to renew their coverage or for additional information. There are instructions in the letter for how to renew or how to provide the requested information. If members do not respond to these letters, they will lose their coverage when the public health emergency ends.

Providers can remind patients who receive Medicaid to read any mail they receive from Medicaid and follow the directions in the letter. Members must respond to these letters or they will lose coverage at the end of the public health emergency, even if they are eligible. [Click here to download a flyer for your office, clinic or facility.](#)

In June, Medicaid also began sending pre-closure notices to some members notifying them that they are no longer eligible for Medicaid. The letters explain that their coverage will continue through the end of the month in which the COVID-19 public health emergency ends. Members will receive another letter with the exact date their coverage will end. [Click here to view an example of the pre-closure notice.](#)

Members can check their case status and provide additional information at MyMedicaid.la.gov or call 1-888-342-6207 for more information.