



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

MEMORANDUM

DATE: June 18, 2024
TO: Louisiana Medicaid Long-term Care Providers
FROM: Louisiana Medicaid
SUBJECT: Timeline and Training for Patient Liability Income (PLI) Changes

Beginning August 2024, Louisiana Medicaid will implement changes to how patient liability income (PLI) is calculated and the timeframes for applying those changes.

PLI Process Changes and Notices

Currently, Louisiana Medicaid calculates and imposes PLI in the month income was received and expenses were incurred, necessitating retroactive adjustments to PLI and the repeated adjustment of claims. In August, Louisiana Medicaid will begin imposing PLI changes (positive or negative) in future months to comply with federal advance notice requirements.

Louisiana Medicaid policy requires changes be reported within 10 days of occurrence. Nevertheless, under the new PLI process, Louisiana Medicaid will consider income received and expenses incurred in the three months prior to the month the changes are reported. For example: an ongoing, repeated expense incurred every month from January through June, but first reported in June, will only be considered for March, April, May and June.

Subject to the timelines outlined above, all income and expense changes will result in an adjustment to the member's future PLI to account for underpayments or overpayments in the prior months (up to three months prior to the reporting month). Underpayments will be added to, and overpayments will be subtracted from, a member's future PLI.

Eligibility decision notices and PLI notices will be two separate notices going forward. PLI notices will include the member's PLI for the next three months. Members will receive at least one PLI notice a quarter. Louisiana Medicaid will continue to send a copy of eligibility decision notices and PLI notices to the relevant providers.

Timeline and Training

Louisiana Medicaid is conducting a phased-in implementation of these PLI changes. Provider onboarding will be staggered in three phases across August, September and October. A complete list of providers and their designated phase can be found [here](#).

Once a member is in a facility for which the new PLI process has been implemented, that member will continue to be subject to the new PLI process even if they transition to a facility that has not yet implemented the new process. For example: a member moves from a phase 1 facility (August implementation) to a phase 3 facility (October implementation) in September. That member's PLI will continue to be calculated in accordance with the new PLI process, even though the phase 3 facility has not yet implemented the new PLI process for other Louisiana Medicaid members.

To prepare providers for these changes, Louisiana Medicaid will host live/interactive (via Zoom) training. Trainings will be held in July. Each provider will receive an invitation from laltc.processingcenter@la.gov that will include additional details and the date and time that provider is scheduled for training.

Additionally, facilities should rely on their designated Louisiana Medicaid analyst to provide one-on-one support during implementation and following onboarding. Your analyst will be available to answer questions or address any issues or concerns. You may also reach out to the long-term care unit director, Katie Andrepont, at Katie.E.Andrepont@la.gov.