



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

MEMORANDUM

DATE: April 21, 2023
TO: Medicaid Providers
FROM: Louisiana Medicaid
SUBJECT: Potential Unwind Scams

Medicaid renewals are restarting in April and we may be reaching out to members soon about their health coverage. We are working with community organizations and others to help with outreach. Some ways Medicaid and those we work with will try to reach out:

- By mail, email, text message, and phone calls.
- People are going door-to-door to help Medicaid members with contact information updates and renewals.
- Medicaid staff and other organizations will be hosting and attending events in communities to share Medicaid information and assist members.

Healthcare providers, including pharmacists, and Medicaid health plans may also share Medicaid information or offer assistance.

Be on the lookout for scams

Louisiana Medicaid will never charge or ask for money to update information or to apply for or renew coverage.

Members should never share bank or credit card information with anyone that claims to be from Louisiana Medicaid or the Louisiana Department of Health. Any request for this information will be through a form sent by mail. There will never be a request by phone. If there are any questions or suspicions about providing the information and returning the form, call Louisiana Medicaid Customer Service at 1-888-342-6207 to verify any request.

Louisiana Medicaid does send text messages to members, but these messages will never ask for money and will always come from the number 72147.

We may ask for your personal information to provide in-person assistance. This could include a member's full name, part of their social security number, or date of birth. If a member is uncomfortable sharing this information, they can call or email Louisiana Medicaid directly at 1-888-342-6207 or MyMedicaid@la.gov.

Know what to look for

Fraudulent calls, text messages, or emails might...

- threaten a member or their family
- warn of legal action
- demand or request immediate payment
- require payment by gift card, prepaid debit card, Internet currency, or by mailing cash
- pressure for personal information
- request secrecy
- threaten to seize a member's bank account, or
- try to gain trust by providing fake "documentation," false "evidence," or the name of a real government official

If someone pushes for money so a member can continue to be covered by Louisiana Medicaid, they are not a real representative of the program. One way to help avoid scam attempts is to make sure we have current contact information so no one misses the real and official renewal notice. If a member believes a phone call, text, or visitor is a scam, hang up or close the door and call Louisiana Medicaid Customer Service at 1-888-342-6207.

