



# Louisiana Medicaid Administrative Simplification Committee

February 10, 2023

# Agenda

- TPL Subcommittee
- Disenrollment/PHE Unwind
- Informational Bulletin 22-38 Updates
- Provider Enrollment Portal
- Credentialing Affiliated Providers
- Independent Review
- CPT codes that change during surgery
- Contract Reminders
  - 2.18.2.3
  - 2.18.5.4
  - 2.18.6

TPL Subcommittee

**Rebecca Harris – MES Section – Chief**

When will subcommittee start again?

- Discussion

Email: [TPL.Inquiries@la.gov](mailto:TPL.Inquiries@la.gov)

# Louisiana Medicaid Public Health Emergency CAA Unwind: Operational Plan & Outreach Efforts

## Unwind Timeframe

- The 2023 Consolidated Appropriations Act ends continuous Coverage required by the Families First Coronavirus Act (FFCRA) effective March 31, 2023.
- LDH will initiate the unwinding period April 2023, which would be for the June renewals. The first dis-enrollments will occur 7/1/2023.
- The Consolidated Appropriations Act, de-links the end of the PHE for the termination of continuous coverage.

## First Month of Unwinding Renewals April 2023

- Medicaid renewal process is a 75 day process
  - The last weekend of April, the batch job will “ping/call” the data sources to determine which beneficiaries meet streamline renewals and which beneficiaries fall to standard renewals for the June 2023 renewal population.
  - The pre-populated standard renewals will be dated May 2023
  - If individuals fail to respond to Renewal letter, the overdue renewal job would terminate benefits effective June 30, 2023

# Communications Strategy

- **Member-Focused Advertising Campaign**
- **Outbound Notification Campaign** – A one-way automated call to all Medicaid households as a reminder to members to update their information with Medicaid on the Self Service Portal. This campaign started March 24th and is still ongoing.
- **PINK Letter Campaign** – A one-time, direct-to-member mail campaign that will go to every Medicaid household. The MCOs will conduct the campaign sending a Medicaid drafted letter to all their managed care members (93%) and LDH will send a letter for the remaining fee for service members (7%).
- **Coordinate with managed care organizations (MCO)** to amplify all PHE unwind messaging to members and providers.
- **Coordinate with and share messaging through other LDH offices.**
- **Development of a summary of the Home and Community Based Waiver Services changes** and share with community organizations, partners, and stakeholders.
- **Outreach in communities by eligibility staff.**
- **Multiple contracts for community outreach and advertising and staff augmentation are in progress.**

# MEDICAID MEMBERS DON'T RISK LOSING YOUR HEALTH COVERAGE.

Keep your contact information up to date, including your address, phone number, cell number and email.

Choose the way that's easiest for you:



Online at [mymedicaid.la.gov](https://mymedicaid.la.gov)



By email at [mymedicaid@la.gov](mailto:mymedicaid@la.gov)



By calling Louisiana Medicaid  
toll-free at 1-888-342-6207,  
or by calling your health plan  
*(your plan's number is on your insurance card)*

Don't miss important updates about your health insurance. Medicaid will start mailing renewal letters in May 2023. If you do get a letter in the mail, follow the instructions and respond to Medicaid.



*Scan here for more info*

# Questions relating to Medicaid Provider Enrollment Portal Update and Requirements

- [Informational Bulletin 22-38](#)  
[\(revised 01/05/2023\)](#)

# Provider Enrollment Portal Help Desk

The Provider Enrollment Portal Help Desk is ready to help.

**Email:**

[LouisianaProvEnroll@gainwelltechnologies.com](mailto:LouisianaProvEnroll@gainwelltechnologies.com)

**Phone: 833-641-2140**

# Credentialing Affiliated Providers

- Act 143 House Bill 286
  - Effective 8/1/2022

<https://www.legis.la.gov/Legis/ViewDocument.aspx?d=1286077>

## CPT codes that change during surgery

- Requesting that all 6 MCOs send their policies for review by COB February 24, 2023.
- LDH is receiving complaints about denials and undue administrative burden for the provider.

# Independent Review Reminders

- All communications regarding independent review should be sent to [IndependentReview@la.gov](mailto:IndependentReview@la.gov).
  - The independent review mailbox should be copied on all communication to and from the reviewers.
- LDH has confirmed that all (**including HHH**) MCOs accept independent review reconsideration requests via email
  - Each MCO's IRR email is listed on the LDH Independent Review webpage
    - <https://ldh.la.gov/index.cfm/page/3727>

# Independent Review Reminders Continued...

- IR submissions
  - Electronically <https://ldh.my.site.com/Reporting/s/independentreview>
  - Mail
    - LDH/Health Plan Management  
P.O. Box 91030, Bin 24  
Baton Rouge, LA 70821-9283  
Attn: Independent Review

Should you have any issues submitting an independent review, please email [independentreview@la.gov](mailto:independentreview@la.gov)

## 2.18.2 Claims Processing

- 2.18.2.3
  - The Contractor shall not automatically adjust, down-code, or pay Claims at a lower level of service than what was submitted by the provider.

## 2.18.5 Payment to Providers

- 2.18.5.4
  - The Contractor shall notify providers and LDH within five (5) Business Days of discovery of a system error or “glitch” that impacts reimbursement.
    - The notification must outline the process of resolution, including time frames, and be posted on the provider portal on the Contractor’s web page and sent to providers via email and/or fax blast.
    - The Contractor should provide its provider call center staff with the relevant information immediately after discovery of the system error or “glitch” in order to ensure that staff will be able to properly answer provider questions.

## 2.18.6 Claims Reprocessing

- If the Contractor or LDH or its Subcontractors or Providers discover errors made by the Contractor when a Claim was Adjudicated, the Contractor shall make corrections and reprocess the Claim within fifteen (15) Calendar Days of discovery or notification, or if circumstances exist that prevent the Contractor from meeting this time frame, by a specified date subject to LDH written approval. The Contractor shall pay providers interest at twelve percent (12%) per annum, calculated daily for the full period in which a payable clean Claim remains unpaid beyond either the fifteen (15) Calendar Day Claims reprocessing deadline or the specified deadline approved by LDH in writing, whichever is later. The Contractor shall automatically recycle all impacted Claims for all providers and shall not require the provider to resubmit the impacted Claims.

# Next Meeting

May 19, 2023

10:00 AM

Location TBD

# Questions & Answers

THANK YOU

