



Louisiana Department of Health
Informational Bulletin 15-13
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Identification of Louisiana Medicaid Enrollees' Current Managed Care Plan for Specialized Behavioral Health Services and NEMT

Note: Effective April 1, 2026, UnitedHealthcare's (UHC) contract with the Louisiana Department of Health (LDH) ended, and all members assigned to UHC were reassigned to other managed care organizations (MCO). For additional details regarding the UHC transition refer to [Informational Bulletin 26-3](#).

Louisiana Medicaid enrollees who are eligible for all Medicaid-covered services will be enrolled in one of the five managed care plans [Aetna Better Health, AmeriHealth Caritas, Healthy Blue, Humana Healthy Horizons in Louisiana, or Louisiana Healthcare Connections ~~United Healthcare Community Plan~~] for any specialized behavioral health services and non-emergency medical transportation (NEMT) for services on or after Dec. 1, 2015.

Some Louisiana Medicaid enrollees will be enrolled in a managed care plan **only** for specialized behavioral health and NEMT. This includes persons with both Medicare and Medicaid and people living in nursing facilities and other institutions or group living arrangements.

All Healthy Louisiana enrollees will be mailed an ID card with the name of their managed care plan.

Providers of behavioral health services (mental health services and substance use treatment) who cannot obtain the name of the managed care plan from the member can determine the member's managed care plan and other eligibility information by using eMEVS, the electronic Medicaid Eligibility Verification System operated by Gainwell Technologies.

Effective Nov. 16, 2015, providers of behavioral health services can use eMEVS to verify Medicaid eligibility and a patient's health plan enrollment **even if they are not enrolled in the fee-for-service Medicaid program**. To access the eMEVS system, a provider must:

1. Have a contract and be enrolled as a provider with one or more of the five managed care plans, and

2. Have a business location in Louisiana, Texas, Mississippi or Arkansas, **and are not** enrolled as a Prescribing Provider Type (i.e. physicians with a behavioral health specialty, medical psychologist, psychiatrist, nurse practitioner, physician assistant).¹

Providers will need to establish a valid online account with Louisiana Medicaid complete with a valid login ID and password in order to access the web-based eMEVS tool. For instructions on how to secure a valid login ID and password go to:

http://www.lamedicaid.com/provweb1/Provweb_Enroll/website_enrollment.htm and select “Web Account Registration.”²

How do I access the eMEVS application?

- Go to the www.lamedicaid.com website.
- Select “PROVIDER LOGIN” (the first option in the list near the top right of the home page).
- Enter your 10-digit National Provider Identifier (NPI) or 7-Digit Medicaid Provider ID (if you have one) and select LOGIN.
- Enter a valid user ID and password.
- Select LOGIN.
- You will be routed to the Louisiana Medicaid Provider Application Page.
- Select MEDICAID ELIGIBILITY VERIFICATION SYSTEM
- The eMEVS application page will be displayed.
- Enter required data and select SUBMIT.

Go to: <http://www.lamedicaid.com/provweb1/Forms/forms.htm> and select the eMEVS User Manual at the bottom right of the screen for detailed eMEVS user instructions.

MEVS Disclaimer Message

Enrollment into a managed care plan may be prospective, and a recipient’s eligibility for coverage under a plan may be subject to change. To ensure that you are using accurate and up-to-date eligibility information, it is your responsibility check eligibility status with e-MEVS or your MEVS vendor on the date of service. If you fail to do so, and if you consequently provide services to a patient who is ineligible on the date of service, you will not be paid for those services. *Note however that a member will not be enrolled in more than one Managed Care Plan in any calendar month.*

¹ Behavioral health Prescribing Provider Types will need to (at the least) engage a limited enrollment with fee-for-service Louisiana Medicaid.

² A provider letter will be generated with instructions for setting up an account using your NPI on Gainwell’s eMEVs web application site.