Louisiana Department of Health
Informational Bulletin 15-4
February 25, 2015

Medicaid Recipient Insurance Updates

Effective Jan. 1, 2015, providers who identify Medicaid recipients with private insurance should fax these notifications directly to the Managed Care Organization (MCO) in which the recipient is a member. Providers also have the option to call the MCO and give insurance updates over the phone.

LDH has created a standardized form for providers to make insurance updates (add or remove private insurance) which includes the name and fax number of each MCO. This form includes a drop-down box in the "TO:" field listing all five MCOs' names, fax and phone numbers, as well as LDH's fax and phone number. Providers should select and fax the form to the correct MCO for each Medicaid recipient. If the recipient is in Legacy Medicaid (not enrolled in an MCO), the form should be faxed to LDH. This will ensure the appropriate entity is receiving the form and completing the updates in a timely manner.

The previous form available on www.lamedicaid.com is now obsolete. The new standardized version referenced above, has a revision date of 02/25/2015. The new form is also available on www.makingmedicaidbetter.com and via each MCO's website.