

A message from the Louisiana Department of Health (LDH).

Medicaid urges enrollees to update information to maintain eligibility

Background: The Louisiana Department of Health (LDH) is seeking provider assistance to encourage their Medicaid patients to keep their case information (address, financial and employment) updated to ensure eligibility. This can be done through Medicaid's new Self-Service Portal at <https://sspweb.lameds.ldh.la.gov/selfservice/>.

Updated information is increasingly important as Medicaid is conducting more frequent eligibility verifications with its new eligibility and enrollment system. Previously, income was verified annually. Additionally, renewals will be handed by mail only, making it important that recipients keep their contact information updated so they do not miss important mail.

Providers are asked to remind their Medicaid patients to respond to any mail from Louisiana Medicaid in the timeline provided in the letter. Failure to respond could result in case closure.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at [1-844-521-6942].