



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

## MEMORANDUM

**DATE:** September 29, 2020  
**TO:** Medicaid Providers  
**FROM:** Louisiana Medicaid  
**SUBJECT:** Providers Should Confirm Medicaid Eligibility Using MEVS

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Due to recent hurricanes in the area, some Louisiana Medicaid members were forced to evacuate their homes. Those members may seek medical services from providers even though they do not have access to their Medicaid and health plan cards. Members are not required to have these cards in hand to receive services. All member information can be found by searching the Medicaid Eligibility Verification System (MEVS).

**As general practice, providers should review MEVS during every member visit to ensure that providers are billing correctly.**

Out of state providers providing services to evacuated Louisiana Medicaid members can find more information, including temporary MEVS credentials, [here](#).

For troubleshooting or additional assistance with MEVS, please call DXC Technology's **Technical Support Desk at 1-877-598-8753**, Monday – Friday 8:00 a.m. – 5:00 p.m. CT or request support by e-mailing [lasupport@molinahealthcare.com](mailto:lasupport@molinahealthcare.com).

For fee-for-service billing questions, you should contact the DXC Provider Relations Department, which is available to help providers with all of their billing and training questions. To contact the Provider Relations Department, call **800-473-2783 or 225-924-5040**.

For Medicaid recipients in managed care, providers should call the member's MCO to coordinate services and ensure proper billing. The MCOs will pay according to the arrangement reached with the provider (contract, single case agreement, or out of network). To contact the MCOs regarding benefits/services, use the MCO call center contact information [here](#).