

November 2019

Medicaid eligibility for Louisiana Medicaid members

Louisiana Medicaid is now checking member eligibility more than once a year, so it is important that Healthy Blue members ensure their information is accurate and up to date to continue their Medicaid eligibility. Members can update their address as well as financial and employment information through the secure self-service website at <https://sspweb.lameds.ldh.la.gov/selfservice>.

If a member receives a letter from Louisiana Medicaid requesting information or to verify income, they should respond as quickly as possible. If they do not, their case may be closed despite their eligibility, and they may lose Medicaid coverage.

Your patients may reach out to you for assistance or with questions. Please encourage them to keep their Medicaid information up to date in order to maintain coverage. In addition to the self-service website, members may also submit information via:

- Email: myMedicaid@la.gov
- Fax: **1-877-523-2987**
- Mail:
Louisiana Medicaid/LaCHIP
P.O. Box 91283
Baton Rouge, LA 70821-9278

Thank you for helping ensure your patients maintain coverage so they are able to receive the care they need.

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

<https://providers.healthybluel.com>

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.

BLAPEC-1519-19 November 2019