



Questions?
Call 1-855-229-6848
Visit www.healthy.la.gov

00871
JANE DOE
555 DOE AVE
RAYNE LA 70578-4641

May 30, 2016



Dear JANE DOE:

Case ID:

Medicaid Expansion

Louisiana will expand Medicaid to include more people beginning July 1, 2016. This means you will be eligible for full Medicaid coverage.

How does this affect me?

Any people listed below have already been enrolled in full Medicaid coverage with a Health Plan and do not need to apply.

What is Healthy Louisiana?

Healthy Louisiana (used to be called Bayou Health) is the way most Louisiana Medicaid recipients receive the healthcare services they need. The state has five Health Plans that deliver these services through their provider networks. Each Plan provides the same basic health coverage. Each Plan covers different prescriptions drugs and offers different "extra benefits" for members. These extra benefits may include things like eye glasses and dental visits, rewards for going to wellness appointments and help with quitting smoking.

The people listed below can start getting services from the Health Plan on July 1, 2016.

Table with 3 columns: Member Name, Plan Phone, Status. Row 1: JANE DOE, UnitedHealthcare Community Plan-2015 1-866-675-1607, We chose a Plan for the member

The Health Plan listed above will send you a welcome packet in the mail that has information about the Health Plan, the services offered, as well as your Health Plan ID card. Please take your Health Plan ID card and your Medicaid card with you when you get health care.





**If you want to change your Health Plan**

You can stay with this Health Plan, or you can choose a different Health Plan, if you want. Review the chart sent with this letter that shows the differences in the Plans. Talk to your current providers and find out what Health Plans they take. Check the list of prescription drugs the plans cover at [www.dhh.la.gov/HealthyLaPDL](http://www.dhh.la.gov/HealthyLaPDL) or you can call the Health Plans directly to ask about specific prescriptions.

To change your Plan, call 1-855-229-6848, TTY 1-855-LAMed4ME (1-855-526-3346) before September 29, 2016. All Health Plan changes made before July 28, 2016 will take effect August 1. After that, any requests to change Health Plans will take effect the first day of the next month, but no later than October 1.

After September 29, 2016, you must stay in your current Health Plan until the 2017 open enrollment period, unless you have a good reason to change. During open enrollment, in late 2017, you will get a letter from Healthy Louisiana letting you know you can change Plans or stay in the Plan you are already in.

**Choose a Primary Care Provider**

A primary care provider is your regular healthcare provider, the person you go to when you are sick, or for a check-up. You can choose a doctor, clinic or nurse practitioner to be your primary care provider. Please call your Health Plan at the phone number listed above to choose your primary care provider. If you don't choose a primary care provider, the Health Plan will choose one for you. It is best to make your own choice.

**Questions?**

We can help! Call Healthy Louisiana at 1-855-229-6848, TTY 1-855-LAMed4ME (1-855-526-3346). The call is free. Please be ready to tell us the Social Security numbers and birthday for everyone you are calling about. We have a free interpreter service and agents who speak Spanish. You can also ask to get materials in Braille, on a recording or in large type.

Thank you  
Healthy Louisiana

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You and/or your household members receiving this packet have been approved for Medicaid health care coverage in the Healthy Louisiana program beginning **7/1/2016**.

If you have questions about your coverage or need to let us know about any changes in where you live, where you get your mail, your phone number, your income or your health insurance coverage, call us at 1-888-342-6207 Monday through Friday, 7:00 a.m. to 5:00 p.m.

**What You Need to do if You Have Health Insurance Through the Marketplace and Get Help Paying Your Insurance Premiums:**

- **When you get Medicaid** you MUST **stop** your Marketplace plan.
- If you do not **stop** your Marketplace plan you may have to pay a penalty when you file your tax return next year.
- Call 1-800-318-2956 or (TTY: 1-855-889-4325) right away. Tell them you have Medicaid and you want to **stop** your Marketplace health insurance.

**YOUR FAIR HEARING RIGHTS:**

If you think we made a mistake on your case, you may ask for a Fair Hearing (sometimes called an Appeal).

If you want to request a Fair Hearing, you must do so by **07/15/2016**.

**If you ask for a Fair Hearing:**

- You may be able to get free legal help by calling the nearest legal assistance office at 1-800-310-7029.
- You will get a package with documents that we plan to use at your Fair Hearing.
- You have the right to:
  - Review your Medicaid record and any other information we plan to use at the Fair Hearing.
  - Attend the Fair Hearing.
  - Have anyone you chose attend the Fair Hearing with you.
  - Present evidence at the Fair Hearing and allow witnesses to speak.
  - Question any person who testifies against you.

**You can ask for a Fair Hearing by doing one of the following:**

- Complete and sign the page and send it to:  
Division of Administrative Law  
Health and Hospitals Section  
PO Box 4189  
Baton Rouge, LA 70821-4189
- Call 225-342-5800
- Fax to 225-219-9823
- OR
- Complete the form online at: <http://www.adminlaw.state.la.us/HH.htm>

*If you want to request a Fair Hearing, use the space below to describe why you want to appeal and sign it. Include additional pages if needed.*

I want to appeal the decision on my case. I think it is incorrect because:

Name/DOB:	Signature/Date:
Medicaid Representative: Louisiana Medicaid	Applicant/Recipient/Representative Phone No:
Date:	Address:

