

Member Handbook

YOUR BEHAVIORAL HEALTH BENEFITS



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Welcome

Thank you for choosing Louisiana Healthcare Connections as your health plan!

Louisiana Healthcare Connections works with the Louisiana Department of Health (LDH) to provide mental health, substance use treatment and transportation services to people enrolled in Medicaid. Together with your providers, we help manage your care and health. This makes it easier for you to get the care you need.

ABOUT YOUR MEMBER HANDBOOK

This handbook tells you how Louisiana Healthcare Connections works and the services we offer. Your Member Handbook includes:

- Information about your benefits
- How to get care
- Member satisfaction
- Your rights and responsibilities

Please take time to look over your handbook. Keep it handy in case you need it.

OTHER FORMATS AND LANGUAGES

The information included in this handbook is about your Louisiana Healthcare Connections benefits. If you would like this handbook in large print, Braille, audio CD, in a different language or another format, please call Member Services at 1-866-595-8133 (TTY: 711).

Important Contacts

YOUR PERSONAL CONTACTS

Your behavioral health provider: _____

Your primary care provider: _____

Your pharmacy: _____

Your nearest urgent care clinic: _____

CONTACTING LOUISIANA HEALTHCARE CONNECTIONS

Louisiana Healthcare Connections, P.O. Box 84180, Baton Rouge, LA 70884

Member Services 1-866-595-8133

TTY number 711

Normal hours of operation are Monday through Friday, 7 a.m. to 7 p.m.

24/7 Mental Health and Addiction Crisis Line 1-844-677-7553

Transportation to medical appointments 1-855-369-3723

Non-emergency ambulance transportation..... 1-855-369-3723

OTHER IMPORTANT PHONE NUMBERS

In an emergency Call 911

Suicide and Crisis Lifeline (for behavioral health emergencies) Call 988

Adult Long Term-Personal Care Services (LT-PCS): call the Office of Aging and Adult Services (OAAS) 1-877-456-1146

Report fraud, waste and abuse to Louisiana Department of Health 1-800-488-2917

Louisiana Problem Gamblers Helpline 1-877-770-STOP (7867)

Help to Quit Smoking 1-800-784-8669 (QUITNOW)

MEMBER SERVICES CAN HELP

Louisiana Healthcare Connections Member Services helps you with questions about your plan. If you have questions or if you need help understanding something, please call Member Services at 1-866-595-8133 (TTY: 711). Our fax number is 1-866-768-9374. You can also email us at MemberServices@LouisianaHealthConnect.com. We have a team of people ready to assist you! We can help you with:

- Finding a behavioral health provider
- Getting a new Louisiana Healthcare Connections Member ID card
- Understanding covered and non-covered benefits
- Filing a grievance or appeal
- Requesting a printed copy of our Provider Directory or Member Handbook
- Reporting potential fraud issues by a member or provider
- Updating your address, phone number and email address
- Receiving new member materials

We are open Monday through Friday from 7 a.m. to 7 p.m., excluding state holidays. You can also write to us at:

Louisiana Healthcare Connections
P.O. Box 84180
Baton Rouge, LA 70884

Louisiana Healthcare Connections will tell you about important changes in your benefits, health plan services or our provider network that may affect you. You will get a letter at least 30 days before any change(s) or as soon as possible.

YOUR PROVIDER DIRECTORY

Your behavioral health Provider Directory lists all the “in-network” providers you may choose from. “In-network” refers to all the health care providers who have agreed to serve our members. Your Provider Directory includes information for how to reach psychiatrists, psychologists, rehabilitation centers, therapists and more.

You can use the online Provider Directory (findaprovider.LouisianaHealthConnect.com) to search for providers by type, parish, language, gender and more.

To request a printed Provider Directory, call Member Services at 1-866-595-8133 (TTY: 711) Monday–Friday, 7 a.m. to 7 p.m., and we will be happy to send you one.

LOUISIANA HEALTHCARE CONNECTIONS WEBSITE

Our website helps you get answers about your health care online. Please visit our website at LouisianaHealthConnect.com for information on your benefits and our services. You can find information about these topics and more:

- Member Handbook and Provider Directory
- Secure Member Portal with self-service features
- 24/7 Mental Health and Addiction Crisis Line
- Your privacy rights and responsibilities
- How to report suspected fraud, waste and abuse
- How to find a provider
- How to file grievances and appeals

Secure Member Portal

The Louisiana Healthcare Connections website has a “secure Member Portal.” By signing up and creating your own account, you can track your health benefits and exchange emails safely and securely with us.

The Member Portal allows you to:

- Let us know about your health by completing a health assessment
- See services received, medical history and more
- Email Member Services
- View or print your Louisiana Healthcare Connections Member ID card
- Find self-management lessons and tools to help you with your health

To sign up for a Member Portal account, all you need is an email address, your date of birth and your Member ID number. Then, follow these steps:

1. Go to LouisianaHealthConnect.com/login
2. Choose “Member.” Then click the “Submit” button.
3. Click on “Create New Account.”

How Your Health Plan Works

YOUR MEMBER ID CARD

When you enroll in Louisiana Healthcare Connections, we will mail your Member ID card to you within 10 business days of being notified by LDH of your enrollment in our plan.

This card identifies you as a Louisiana Healthcare Connections member. You need to keep your Member ID card with you at all times. Please show your Member ID card every time you go for any service covered by Louisiana Healthcare Connections. You must also keep your state-issued Medicaid ID card with you to receive Medicaid benefits not provided by Louisiana Healthcare Connections.



Anytime you receive a new Member ID card, please destroy your old one. If you lose your Member ID card or did not receive one, please call us at 1-866-595-8133 (TTY: 711). We will send you a new ID card within 10 days. You can also show or print your Member ID card from the secure Member Portal on our website:

LouisianaHealthConnect.com/login. You can also view your digital Member ID card in the LA Wallet app. Download the app at lawallet.com.

Remember: Louisiana Healthcare Connections coverage is for you only. It is up to you to protect your Member ID card. No one else can use your Member ID card. It is against the law to give or sell your Member ID card to anyone. If this happens, you may be disenrolled from Louisiana Healthcare Connections and the state could charge you with a crime.

Sample Member ID Card

Front

	
Behavioral Health Coverage	
Name: JOHN SMITH	
ID #: 1234567891011	Effective: 01/08/2020
Fee-for-Service Pharmacy Benefits	
RXBIN	RXPCN
610514	LOUIPROD
24/7 mental health and substance use crisis line: 1-844-677-7553 (TTY: 711). In an emergency, call 911.	
	

Back

FOR MEMBERS	FOR PROVIDERS
Member Services: 1-866-595-8133 (TTY: 711)	Provider Services and Prior Authorization: 1-866-595-8133
Call Member Services for:	Send Claims to:
• Questions about your benefits	Louisiana Healthcare Connections
• Comments and complaints	Attn: Claims
Schedule a Ride: 1-855-369-3723	P.O. Box 4040
Mailing Address:	Farmington, MO 63640-3826
Louisiana Healthcare Connections	Pharmacy Help and Prior
P.O. Box 84180	Authorization: 1-800-648-0790
Baton Rouge, LA 70884	EDI Payor ID: 68069
Report Medicaid Fraud: 1-800-488-2917	
www.LouisianaHealthConnect.com	

Your Covered Benefits

BENEFITS DESCRIPTION

Louisiana Healthcare Connections covers a broad range of mental health, substance use and behavioral health services. For a service to be covered, it must be listed in this section. Some services must be prescribed by your doctor. Some services must also be approved by Louisiana Healthcare Connections.

Louisiana Healthcare Connections covers all services specified in our agreement with LDH and as defined in the Louisiana Medicaid State Plan.

Service/Benefit	Covered Service/Benefit	Limits
Applied Behavioral Analysis (ABA)	This type of therapy is based on the study of how people learn. Helps increase useful behaviors and reduce self-harm. May help people with autism spectrum disorders.	Covered for members under age 21
Emergency Mental Health Care	Services to a member when they are experiencing: <ul style="list-style-type: none">• Suicidal or homicidal thoughts• Concerns that they may hurt themselves or others• Sudden mental health condition that gravely disables them	Not limited by Louisiana Healthcare Connections
Mental Health and Substance Use Rehabilitation Services	Community psychiatric support and treatment, crisis intervention, psychosocial rehabilitation services and ACT	Covered for members under age 21 and eligible adults
Mental Health Services (Outpatient)	Services provided by psychologists, clinical social workers, professional counselors, marriage and family therapists, addiction counselors, and advanced practice registered nurses and other behavioral health specialists	Not limited by Louisiana Healthcare Connections

Service/Benefit	Covered Service/Benefit	Limits
Methadone Treatment	Administration of methadone and related clinical services	Covered for members under age 21 and eligible adults
Non-Emergency Ambulance Transportation	Transportation by ambulance when medically necessary	Not limited by Louisiana Healthcare Connections
Psychiatry and Counseling (Outpatient)	Care and medicines from a doctor trained in mental and behavioral health care.	Not limited by Louisiana Healthcare Connections
Psychiatric Hospitals (Inpatient)	Inpatient mental and behavioral health care	Not limited by Louisiana Healthcare Connections
Psychiatric Residential Treatment Facility	Mental and behavioral health care for youths in a residential setting	Covered for members under age 21
Substance Use Services	Counseling and treatment to help stop using alcohol or drugs, including treatment in a residential facility and detox services	Not limited by Louisiana Healthcare Connections
Therapeutic Group Homes	Mental health treatment in a home-like setting	Covered for members under age 21

NOTE: Certain services require your doctor to get authorization prior to delivering the service. If you would like to obtain or verify the status of a service needing authorization, you may contact Member Services at 1-866-595-8133 (TTY: 711). More information about prior authorizations is in the Prior Authorization for Services section of this handbook.

MENTAL HEALTH AND SUBSTANCE USE

Behavioral health refers to mental health and substance use (alcohol and drug) treatment. Sometimes talking to friends or family members can help you work out a problem. When that is not enough, you should call your doctor or Louisiana Healthcare Connections. We can help provide support, talk to your providers/doctors and connect you with mental health and substance use specialists to help you and your child. Our care managers can also offer support for members who are transitioning between care settings or levels of care.

You do not have to get a referral from your doctor for these services. You can go to any provider in our network for these services. Providers will assist in helping to figure out which services might best meet your needs.

Louisiana Healthcare Connections covers these behavioral health services:

- Outpatient mental health and substance use services (counseling/therapy)
- Psychiatry services and medication management
- Psychiatric inpatient hospital services
- Psychological testing
- Intensive outpatient (IOP) services for substance use treatment
- Non-hospital and inpatient residential detoxification, rehabilitation and halfway house
- Crisis services 24 hours a day, 7 days a week
- Psychiatric residential treatment for children and youths
- Rehabilitation services, like assertive community treatment (ACT)
- Referrals to other community resources

How do I know if I/my child needs help?

- Can't cope with daily life
- Feels very sad, stressed worried or hopeless
- Not sleeping or eating well
- Wants to hurt themselves or others, or has thoughts about hurting themselves
- Troubled by strange thoughts (such as hearing voices)
- Drinking alcohol or using other substances

- Seems to be having problems at school
- Unable to concentrate
- You have been told by the school or day care that your child should see a doctor about mental health or substance use problems, including ADHD

When you have mental health or substance use problem, we can help you find a provider of your choice who will be a good match for you. The most important thing is for you to have someone to talk to so you can work on solving your problems.

What do I do in a behavioral health emergency?

In a life-threatening emergency, call 988. The Suicide and Crisis Lifeline offers 24/7 call, text and chat access to trained counselors. They can help people experiencing a mental health crisis or emotional distress. You can also go to a crisis center or the nearest emergency room. Remember, you do not have to wait for an emergency to get help. Call our Mental Health and Addiction Crisis Line at 1-844-677-7553 to get 24/7 free crisis support for help with depression, mental illness, substance use and other behavioral health needs.

Coordinated System of Care (CSoC)

The Coordinated System of Care (CSoC) is a program for children/youths with serious mental health and substance use challenges, who are in out-of-home placement or are at risk of being removed from their home, because of their behavior. CSoC works with the child and family to develop a plan to help keep the child/youth in their home and community. CSoC is supported by the state of Louisiana's child-serving agencies. Each child/youth in CSoC and their family receive wraparound to help coordinate their care. The wraparound facilitator in the wraparound agency will work with your family to develop one plan to help you provide for your child.

Family Support Organization

Every child/youth and family in the CSoC program also has access to additional special services, including those offered by the Family Support Organization. The Family Support Organization offers children/youths and their families support and training provided by parents with experience raising a child/youth with emotional challenges, as well as youths with personal experience living with behavior challenges. The role of the parent and youth support is to assist the child and parent in the home and community.

How do I know if CSoC might be right for my child?

- Child has had to live somewhere else because of their behavior
- Child has tried to hurt themselves or someone else
- Child is getting suspended and/or expelled from school
- Child is getting into trouble with the police

If you think CSoC might be right for your child or you want more information, call Member Services at 1-866-595-8133 or CSoC toll free number at 1-800-424-4399.

Louisiana Crisis Response System

The Louisiana Department of Health (LDH) and Office of Behavioral Health (OBH) have expanded crisis response services to parts of Louisiana:

- **Mobile Crisis Response (MCR)** – to give relief and resources where members are located during the first phase of a crisis.
- **Community Brief Crisis Support (CBCS)** – available for 15 days, to help with behavioral health needs and treatment
- **Behavioral Health Crisis Centers (BHCC)** – walk-in services open 24 hours a day, 7 days a week, for temporary behavioral health crisis help
- **Crisis Stabilization (CS)** – short-term, bed-based services for crisis treatment and support of members at risk of hospitalization or institutionalization.

To access crisis services and the Louisiana Crisis Response System, call our 24/7 Mental Health and Addiction Crisis Line, 1-844-677-7553 (TTY: 711).

Recovery and Resilience

Helping you get and stay healthy – in mind, body, spirit and community – is our most important goal. For members who need mental health and substance use care, that means recovery and resiliency. Recovery and building resiliency will help you overcome mental health and substance use challenges and live the life you choose.

This will let you live a life that has a sense of belonging, self-esteem, meaning and hope. And you will have the coping tools to deal with and overcome challenging situations in the future.

Your mental health and substance use care should focus on recovery and resilience, and be:

- **Self-led:** as much as possible, we want you to control your own life and plan of care.
- **Individualized:** There are many possible ways to recover based on your unique strengths, needs, culture and background. Your plan of care should fit you.
- **Empowered:** You get to be a part of all decisions that affect your life, and should be educated and supported to do so.
- **Holistic:** Your whole life is part of your recovery – mind, body, spirit and community.
- **Flexible:** Recovery is a journey, and there may be setbacks and learning experiences. That’s okay.
- **Peer Supported:** Research shows that support from people who have faced similar challenges is an important part of recovery. Peers can provide support, understanding, skills and a sense of community.
- **Respectful:** Everyone involved in your care must respect you and protect you against discrimination and stigma. This includes Louisiana Healthcare Connections, your providers, friends and family, and — maybe most importantly — you.
- **Responsible:** Working toward recovery requires bravery and commitment. Ultimately, you must take responsibility for following your plan of care, taking medications, understanding your experience and working through the recovery process.
- **Hopeful:** People do overcome the challenges they face. Hope is the first step in the recovery process. Louisiana Healthcare Connections is here to help you find hope and the support you need to recover.

The Important Role of Family Support: When someone in your family has a mental health and substance use condition, you have an important role in helping them. Please take an active role in their care. Tell us about any changes you notice and about the care you think they may need. Tell us how we can better support you and your loved one. You play an important part in helping your loved one achieve their goals for a better life.

How to Get Care

Louisiana Healthcare Connections works with a large group of mental health and substance use care providers. This group is our “network.” In most cases, you will receive “in-network” care. If there is a certain provider you are already seeing, be sure to check if they are in our network.

MAKING APPOINTMENTS AND GETTING CARE

To get many common types of care, all you need to do is choose an in-network provider and make an appointment. You can choose to get care from a different in-network provider at any time. No approval is required from your provider or from Louisiana Healthcare Connections for you to access mental health or substance use services.

How to Make an Appointment

If you need help finding or choosing a provider, we’ll be happy to help. Call us at 1-866-595-8133 (TTY: 711), Monday through Friday, 7 a.m. to 7 p.m. Or you can find a provider online at findaprovider.LouisianaHealthConnect.com. You can make an appointment by calling the provider during their business hours.

How to Change an Appointment

If you need to change your appointment, call your provider as soon as you know you need to reschedule. Your provider can then offer that appointment day or time to another patient.

How to Cancel an Appointment

Don’t be a no-show! If you need to cancel your appointment, call your provider at least 24 hours in advance or as soon as you know you need to cancel. Your provider can then offer that appointment day or time to another patient.

Referrals

For some services, you may need a referral from your provider. If you need one of these services, your provider will coordinate your care and refer you to another provider. If you would like help finding an in-network provider, please call Member Services.

The following services require a referral or approval: planned inpatient admission

PROVIDER APPOINTMENT WAITING TIMES

In-network providers will keep reasonable operation hours and be available based on your medical needs. You should be given an appointment within the following time frames:

Type of Visit/Admission/Appointment	Access/Timeliness Standard
Non-urgent routine behavioral health care	14 days
Urgent non-emergency behavioral health care	24 hours
Emergency care	24 hours, 7 days per week, within 1 hour of request
Scheduled appointments	Less than a 45-minute wait in office
Psychiatric inpatient hospital (emergency involuntary)	4 hours
Psychiatric inpatient hospital (involuntary)	24 hours
Psychiatric inpatient hospital (voluntary)	24 hours
ASAM Level 3.3, 3.5 & 3.7	10 business days
Residential withdrawal management	24 hours when medically necessary
Psychiatric Residential Treatment Facility (PRTF)	20 calendar days

CONTINUITY AND TRANSITION FOR NEW MEMBERS

Sometimes new members are getting care from a provider who is not in the Louisiana Healthcare Connections network. New members may continue receiving care from their out-of-network provider for up to 30 days. If you have questions about continuing to receive care or medications, please call us at 1-866-595-8133 (TTY: 711). We will work with you to make sure you continue to receive needed care. If needed, we can help you find another provider in our network.

WHAT TO DO IF YOUR PROVIDER LEAVES (OR ISN'T IN) OUR NETWORK

Sometimes new members are getting care from a provider who is not in the Louisiana Healthcare Connections network. Sometimes providers move, retire, or decide to leave our network.

If your provider is not in our network, or is leaving our network, please call us at 1-866-595-8133 (TTY: 711). We will work with you to make sure your care continues. If needed, we can help you find another provider in our network.

If you are in the middle of getting treatment from that provider, you can continue to get services from them for at least 30 days after they have left our network.

Continued coverage depends on the provider agreeing to:

- Accept payment from Louisiana Healthcare Connections at the rates they received as an in-network provider
- Follow the quality standards and provide necessary information related to care
- Follow the policies and procedures of Louisiana Healthcare Connections, including procedures regarding referrals, authorization requirements and treatment plans.

GETTING CARE WHEN YOU ARE OUT OF STATE

If you are out of state and have a mental health or substance use emergency, call 911 or go to the nearest emergency room (ER). Be sure to call us and report your emergency within 48 hours. You do not need prior approval.

Be sure to show your Louisiana Healthcare Connections Member ID card before receiving services.

Members are not covered for services received outside of the United States.

OUT-OF-NETWORK EMERGENCY SERVICES

Out-of-network behavioral health emergency services do not need approval from Louisiana Healthcare Connections. All other services from an out-of-network provider need prior authorization by Louisiana Healthcare Connections. We will check to see if there is an in-network provider who can treat your condition. If not, we will help you find an out-of-network provider.

IMPORTANT: You may have to pay for out-of-network services if you do not get prior authorization. If you have questions, call Member Services at 1-866-595-8133 (TTY: 711).

Emergency Transportation

Louisiana Healthcare Connections covers emergency ambulance ground transportation to the nearest hospital for mental health emergency care.

Emergency transportation for mental health care may be appropriate if you experience:

- Suicidal or homicidal thoughts
- Concerns that you may hurt yourself or others
- Sudden mental health condition that gravely disables you

If you have an emergency and you need help getting to the emergency room, call 911.

ADVANCE DIRECTIVES

Advance directives protect your rights for medical care. All Louisiana Healthcare Connections adult members have a right to make advance directives for their health care decisions. This includes planning treatment before you need it.

To make an advance directive, complete the “Louisiana Advance Health Care Directive Form.” This form can also be found on the LDH website at [LDH.la.gov](https://ldh.la.gov). You can also call Member Services at 1-866-595-8133 (TTY: 711) for help in finding the form. Once complete, ask your doctors/providers to put the form in your file.

Together with your doctor or other providers, you can make decisions to set your mind at ease. It can help your health care providers understand your wishes about your health. An advance directive will not take away your right to make your own decisions. Advanced directives work only when you are unable to make your own decisions.

Examples of Common Types of Advance Directives Include:

Living will: Tells doctors what kind of medical care you want to receive (or not receive) if you are no longer able to communicate what you want. This lets you decide ahead of time which life-prolonging treatments you would want or not want, like feeding tubes, breathing machines, organ transplants, or treatments to make you comfortable. A living will is used only when you are near the end of life and there is no hope for you to recover.

Health care power of attorney: Names someone who is allowed to make health care decisions for you if you are no longer able to communicate what you want.

“Do Not Resuscitate” (DNR) order: tells healthcare providers not to give CPR if your heart and/or breathing stop. A DNR order is only about CPR. It does not provide instructions about other treatments.

LaPOST Document: Tells doctors your wishes if you are no longer able to communicate what you want. The Louisiana Physician Orders for Scope of Treatment (LaPOST) document is used only when you are near the end of life and there is no hope for you to recover. It tells your doctor the kinds of treatments you would or would not want at the end of life. The document stays with you at all times.

A doctor must follow your wishes in the LaPOST document. You or someone you choose can complete one with your doctor.

You should not be discriminated against for having **or** for not having an advance directive. It's your choice. Whether or not you have an advance directive will not affect your benefits with Louisiana Healthcare Connections in any way.

Louisiana Healthcare Connections will tell you about any changes to state law affecting advance directives. We will send you this information as soon as possible but no later than 90 days after the date of change. Ask your provider or call Louisiana Healthcare Connections to find out more about advance directives. If your advance directive was not followed, please contact LDH's Health Standards Section at 1-225-342-0138 to file a complaint.

WHAT TO DO IF YOU GET A BILL

Be sure to talk with your provider about services that are covered and services that are not covered. You should not be billed for covered services as long as you follow plan rules. If you get a bill for a service covered by Louisiana Healthcare Connections, call your provider right away. Make sure they have all of your insurance information and know to bill Louisiana Healthcare Connections.

If you still get bills from the provider after you give your insurance information, call Member Services at 1-866-595-8133 (TTY: 711) for help. Do not pay the bill yourself. If you pay the bill yourself, we cannot pay you back.

If you ask for a service that is not covered, your provider will ask you to sign a statement saying you will pay for the service yourself. If you do so, then you have to pay the bill. If you have any questions about a bill, you can call Member Services at 1-866-595-8133 (TTY: 711).

TRANSPORTATION TO APPOINTMENTS

If you do not have transportation, we can help you get to your appointments for Medicaid-covered services. There is no cost to you for this service.

Louisiana Healthcare Connections will provide transportation to specialist providers up to 60 miles (one way) from your home. This limit is set by the Louisiana Department of Health's Medicaid medical service area standards.

Transportation to providers over this limit requires approval from Louisiana Healthcare Connections. Call 1-855-369-3723 and tell the transportation service why you need to see this provider. They will contact us to ask for authorization for your trip.

To Schedule Transportation

There are two easy ways to schedule a ride to health appointments:

- Online: LouisianaHealthConnect.com/myride
- Phone: 1-855-369-3723, Monday – Friday, 7 a.m. to 7 p.m.

Call or go online at least 48 hours before your medical appointment to schedule a ride. You should be ready to leave two hours before your scheduled appointment. The driver will pick you up sometime during the two hours before your appointment.

Transportation requests for medical appointments not called in at least 48 hours in advance may be denied. This 48-hour notice does not apply to urgent medical appointments. It also does not apply to same-day appointments. A “same-day appointment” is when one provider refers you to another provider for an appointment on the same day.

To check the status of a ride or book a return trip

Call 1-855-369-3723. Sign up for the text program to get alerts on your phone.

To cancel transportation

If you need to cancel your scheduled ride, please call 1-855-369-3723 as soon as possible.

Information to give us when you call

When you schedule your ride, please have the following information ready:

- Your first and last name
- Your Member ID number
- Your date of birth
- Your home address where we will pick you up
- A phone number where we can reach you about your appointment
- The date and time of your medical appointment.
- The complete physical address for the location of your appointment
- The type of medical provider you are seeing
- If this will be a recurring appointment
- If someone will be traveling with you (one person can ride with you to your appointment)

If you are having difficulty scheduling a ride, please contact Member Services at 1-866-595-8133 (TTY: 711) and we will be happy to assist you.

Residents of a Nursing Facility or Intermediate Care Facility for the Developmentally Disabled (ICF-DD)

You can access non-ambulance transport to appointments through your nursing facility or ICF-DD. Please contact your nursing facility or ICF-DD to schedule a ride.

Gas Reimbursement Program

Your friends or family members can get money for gas when they give you a ride to or from your doctor's appointment. This transportation benefit is called gas reimbursement.

Who can get gas reimbursement?

To get reimbursement, your driver must live at a separate address. Gas reimbursement will not be paid to drivers who live at the same address as the member. Also, members will not be reimbursed for driving themselves to appointments. Your driver must also enroll in the Gas Reimbursement Program. Drivers must send in their Social Security number and copies of their driver's license, vehicle insurance and vehicle registration.

The physical address on their driver’s license must match the physical address on the driver’s enrollment form.

To learn more about enrolling in the Gas Reimbursement Program and receiving payments, go to LouisianaHealthConnect.com/myride. Or call 1-855-369-3723 (TTY: 711), Monday – Friday, from 7 a.m. to 7 p.m.

How do I request gas reimbursement for my driver?

Once your drive is approved, get your trip number by calling 1-855-369-3723, Monday through Friday, from 7 a.m. to 7 p.m. Please call at least 48 hours (two days) before your appointment. When you go to your appointment, ask your doctor to sign your “Gas Reimbursement Payment Request” form. Then follow the submission instructions on the form.

NON-EMERGENCY AMBULANCE TRANSPORTATION

If you are unable to get out of bed or to sit up, you may need non-emergency ambulance transportation to your appointments. Non-emergency ambulance transportation is a covered benefit when it is needed.

This kind of transportation may be needed when you are:

- Unable to get up from bed without assistance
- Unable to walk
- Unable to sit in a chair or wheelchair

If you are in a nursing facility, the nursing facility will schedule your ambulance ride. To schedule non-emergency ambulance transportation, your nursing facility should contact us at 1-855-369-3723. *Please call at least 48 hours ahead of time.*

If you require emergency transportation, always call 911.

TRANSLATIONS AND INTERPRETER SERVICES

Interpreter services are available at no cost to you. This includes sign language. It also includes real-time oral interpretation. Louisiana Healthcare Connections has a telephone language line available 24 hours a day, 7 days a week. We can help you talk with your doctors and other health care providers when another translator is not available.

Additionally, we'll gladly interpret or translate any of our member materials into your preferred language upon request.

To request an interpreter: Call Member Services at 1-866-595-8133 (TTY: 711) and tell us the language you speak. We will make sure an interpreter is on the phone with you when you call your health care provider or that an interpreter is available at your appointment.

Servicios de Intérprete

Los servicios de interpretación se proporcionan sin costo para usted. Esto incluye lenguaje de señas. Además incluye interpretación oral en tiempo real. Louisiana Healthcare Connections tiene una línea telefónica para idiomas disponible las 24 horas del día, los siete días de la semana. Le podemos ayudar a conversar con sus médicos y otros proveedores de atención médica cuando no se encuentra disponible otro traductor.

Vamos a traducir nuestros materiales para miembros en su idioma preferido a petición.

Para solicitar un intérprete: Llame a Servicios para Miembros al 1-866-595-8133 (TTY: 711) y díganos qué idioma habla. Nos aseguraremos de que haya un intérprete en el teléfono con usted cuando llame a su proveedor de atención médica, o que esté disponible en su cita.

Language assistance is available in these languages (and others) by request:

- American Sign Language
- Arabic
- Chinese
- English
- French
- German
- Hindi
- Korean
- Lao
- Persian (Farsi)
- Polish
- Portuguese
- Russian
- Spanish
- Vietnamese

Care Management

CASE MANAGEMENT

Some members have special health care needs, so Louisiana Healthcare Connections offers one-on-one help for a specific health condition or issue. Case management is designed to help our members be as healthy as possible. It provides special support and services such as education about lifestyle changes, home care or community resources for help. Case management can include face-to-face, phone or virtual visits.

Should You Be in Case Management?

If you have special health care needs, our case managers are here for you and ready to help. Case management may be helpful if you:

- Have a mental, physical or developmental disability, or other special health care need
- Have been diagnosed with a serious mental illness, such as:
 - Schizophrenia
 - Bipolar disorder
 - Major depression
- Are pregnant and use illegal drugs or alcohol
- Have both mental health and substance use disorders
- Use intravenous drugs (injected with a syringe)
- Have a child with special needs
- Have been diagnosed with autism spectrum disorder

What Is A Case Manager?

A case manager is your personal wellness coach. He or she works closely with you to plan your health goals and the steps needed to achieve them.

Our case management teams include:

- Registered nurses (RN)
- Licensed social workers (LSW)
- Licensed mental health professionals (LMHP)

Your case manager will work with you and your providers to help you get the care you need. Together, they will develop your individualized plan of care.

If an alternative treatment plan may give you the most appropriate care, our medical director may authorize additional care when one or more of the following applies:

- You have a severe condition and are expected to require treatment for a long time
- The alternative services are a substitute for more costly covered services being provided or proposed
- The additional services are necessary
- You agree to the alternative treatment plan

Louisiana Healthcare Connections has the right to stop an alternative care plan if the care plan is no longer appropriate or doesn't work. The member will be notified by mail at least 10 days before a care plan is stopped. For more information, call Member Services at 1-866-595-8133 (TTY: 711) to speak with case management. We will help you find the right resources for your needs.

CHRONIC CARE MANAGEMENT

Louisiana Healthcare Connections offers chronic care management services to our members. These services help our members with a chronic condition improve their quality of life. Our health coaches coordinate care among you, your physicians and your specialists. They can also help you learn about your condition and coach you on self-care to improve your health.

Members with these conditions may benefit from chronic care management:

- ADHD
- Anxiety
- Children with mental health conditions
- Chronic mental health conditions
- Depression
- Perinatal substance use disorder

Our health coaches will listen to your concerns and help you get the things you need.

They will talk to you about:

- Understanding your condition and plan of care
- How to take your medicine
- What screening tests to get
- When to call your doctor or other health care provider

The goal of chronic care management is to help you understand and take control of your health. Better control means better health.

Authorization and Medical Need

MEDICALLY NECESSARY SERVICES

Covered services you receive must be medically necessary. In other words, we want you to get the right care, at the right place, at the right time. To help ensure you are getting medically necessary care, we use standard guidelines. Any decisions we make with your providers about your healthcare will be based solely on how appropriate the care, setting or services are.

Louisiana Healthcare Connections does not reward providers or our staff for denying coverage or services. You may contact us to request any information about the structure and operation of Louisiana Healthcare Connections, as well as how we pay our providers.

This includes information about:

- How we work with other health plans if you have other coverage
- Results of member surveys
- How many members disenroll from Louisiana Healthcare Connections
- Benefits, eligibility, claims or participating providers

If you want to tell us ways to improve, please call Member Services at 1-866-595-8133.

PRIOR AUTHORIZATION FOR SERVICES

When you need care, always start with a call to your provider. Some covered services may require prior authorization by Louisiana Healthcare Connections. A prior authorization decides if a service should be covered based on:

- whether the service is needed (medical necessity)
- whether the service is likely to be helpful (clinical appropriateness)

Your provider will give us information (over the phone or in writing) about why you need the service.

We will look to see if the service is covered and ensure it is medically necessary. We will make the decision as soon as possible based on your medical condition. Decisions are usually made within 14 calendar days. If you need to be admitted to the hospital for an urgent medical need, the decision will be made within two calendar days. If you require ongoing inpatient care, the decision will be made within one calendar day.

Your provider can tell you if a service needs prior authorization. You can also call Member Services at 1-866-595-8133 (TTY: 711) to see if something needs prior authorization. We will let your provider know if the service is approved or denied. If you or your provider are not happy with the decision, you can request a second review. This is called an appeal. See the Member Satisfaction section of this handbook for more information.

Members can also ask us to approve services that need prior authorization. To make a service authorization request, call Member Services at 1-866-595-8133 (TTY: 711). You can also send this request in writing to: Louisiana Healthcare Connections, P.O. Box 84180, Baton Rouge, LA 70884. Or you can fax your request to 1-877-401-8170.

SECOND MEDICAL OPINION

You have the right to a second opinion by another provider at no cost to you. If you would like a second opinion, tell your provider. You must get your second opinion from a provider who is in our network. Or you can get prior approval from Louisiana Healthcare Connections to see a provider who is not in our network. Louisiana Healthcare Connections will pay for a second opinion from a doctor outside of the network if one is not available in our network. Your provider will then review the second opinion and decide on the best treatment plan.

FINDING NEW TREATMENTS FOR BETTER CARE

Louisiana Healthcare Connections has a committee of providers who review new treatments for illnesses. They review studies from other physicians and scientific agencies. The new treatments covered by Louisiana Medicaid are shared with Louisiana Healthcare Connections providers. This lets them give the best and most current treatment to you.

Member Satisfaction

We hope our members will always be happy with our providers and with us. If you are not happy, we want to know! Louisiana Healthcare Connections has steps for handling problems you may have.

Louisiana Healthcare Connections offers our members the following processes to achieve member satisfaction:

- Member Advisory Council
- Quality Improvement Program
- Member satisfaction surveys
- Appeal process and State Fair Hearing for appeals
- Grievance process

MEMBER ADVISORY COUNCIL

You can help Louisiana Healthcare Connections improve the way our health plan works. Through our Member Advisory Council, we give members like you the chance to share your thoughts and ideas with us. The Member Advisory Council meets at least four times a year.

At these meetings, you have a chance to discuss the services you receive. You can also tell us how we are doing. You may ask questions or share any concerns you have about the services you are receiving. Would you like to join? Just call Member Services at 1-866-595-8133 (TTY: 711) to join the Member Advisory Council.

QUALITY IMPROVEMENT PROGRAM

Louisiana Healthcare Connections is committed to providing quality health care for you and your family. Our goal is to improve your health and help you with any illness or disability. Our programs follow the National Committee on Quality Assurance (NCQA) and Institute of Medicine (IOM) priorities.

To help promote safe, reliable, quality health care, our programs include:

- Conducting a review of doctors and providers when they become part of the Louisiana Healthcare Connections network

- Making sure members have access to all types of health care services
- Providing members with support and education about general health care and specific diseases
- Sending reminders to members to get annual tests like adult physicals, cervical cancer screenings or breast cancer screenings
- Looking into any member concerns regarding care received

Louisiana Healthcare Connections believes your input can help improve our services. We send out a member survey each year asking you questions about your experience with the health care and services you are receiving. We hope you will take the time to send us your answers.

APPEALS

An appeal is a request to review a service that has been denied, limited, reduced or terminated. Appeals may be filed by a member (or parent or guardian of a minor member), a representative named by a member, or a provider acting on behalf of a member. An appeal gets us to review a denial decision to make sure it was the right decision.

You can appeal decisions that:

- Denies the care requested
- Decreases the amount of care provided
- Ends care that was previously approved
- Denies payment for care you may have to pay for

These types of decisions are called “adverse actions.” If any of these actions occur, we will send you a letter explaining what the decision is and why we made that decision. It will also include information about your appeal rights.

You may file an appeal within 60 calendar days from the date on the adverse-action letter. You may also request copies of any documentation Louisiana Healthcare Connections used to make the decision about your care or appeal. You can also request a copy of your member records.

We maintain records of each appeal, as well as all responses, for six years.

We will not hold it against you or treat you differently in any way if you file an appeal.

How to File an Appeal

To file an appeal by phone, call Member Services at 1-866-595-8133 (TTY: 711). You can also file an appeal in writing, to: Louisiana Healthcare Connections, P.O. Box 84180, Baton Rouge, LA 70884. Or you can fax your appeal to 1-877-401-8170.

Louisiana Healthcare Connections will acknowledge your appeal within five days of receiving it. We will give you a written decision within 30 days from the date of your appeal. If more than 30 days is required, we may request an extension from LDH. We will have to tell them why we want the extension and how the extension is in the member's (your) best interest. You may also request an extension (up to 14 days) if more time is needed. You can request an extension by calling 1-866-595-8133 (TTY: 711) and asking for the appeals department.

Who May File an Appeal?

- You, the member (or parent or guardian of a minor member)
- A person named by you (your representative)
- A provider acting for you

You must give written permission if someone else files an appeal for you. You can give someone this permission using the "Appeal Representative" form. We will mail a copy of this form along with all adverse-action letters. You can also get this form from our website (LouisianaHealthConnect.com) or in the Forms section of this handbook. If you want to allow someone to appeal on your behalf, an "Appeal Representative" form must be sent in with your appeal, within 60 calendar days of the date on the adverse-action letter.

If you need help filing your appeal, call Member Services at 1-866-595-8133 (TTY: 711), Monday – Friday, 7 a.m. to 7 p.m.

Continuing to Receive Services

You may ask to continue receiving care related to your appeal while we review. You must make this request within 10 days after receiving your adverse-action letter.

IMPORTANT: You may have to pay for this care if the final appeal decision is not in your favor.

Fast Appeal Decisions

If your medical condition is considered urgent, we will make a decision about your appeal much faster. You may need a fast decision if, by not getting the requested services, one of the following is likely:

- You will be at risk of serious health problems, or you may die
- You will have serious problems with your heart, lungs, or other body parts
- You will need to go into a hospital

Your doctor must agree that you have an urgent need. If you feel you need a fast appeal decision, call 1-866-595-8133 (TTY: 711) and ask for the appeals team. Our medical director will make a decision on your request, and we will let you know within 72 hours (3 days).

State Fair Hearing for Appeals

If you are dissatisfied with an appeal decision, you may request a State Fair Hearing. In a State Fair Hearing, the secretary of LDH will make a final decision on whether services will be provided. You must complete the Louisiana Healthcare Connections appeals process before you can request a State Fair Hearing.

You may request a State Fair Hearing within 120 days of the date of the notice of resolution on your appeal. Processing time for a State Fair Hearing can take up to 90 days from the date of receipt. If you request a State Fair Hearing and want the services being denied to continue, you should file a request within 10 days from the date you receive our decision. If the State Fair Hearing finds our decision was right, you may be responsible for the cost of the continued services.

To request a State Fair Hearing:

- By mail: Division of Administrative Law,
P.O. Box 4189, Baton Rouge, LA 70821-4189
- By Phone: 1-225-342-5800 or by fax: 1-225-219-9823
- Online: adminlaw.state.la.us/HH.htm

The “Request for State Fair Hearing” form is in the Forms section of this handbook and on our website.

For more information about to the State Fair Hearing process, contact the Health and Hospitals section of Division of Administrative Law at 1-225-342-0443.

Legal Services

You have the right to be represented by an attorney during an appeal or State Fair Hearing. Free or low-cost legal services may be available through the Legal Services Corporation. They have several offices in Louisiana:

Acadiana Legal Service Corporation

Alexandria office: 1-318-443-7281, 1-800-256-4343 (toll free)

Franklin office: 1-337-346-5702, 1-844-577-6456 (toll free)

Lafayette office: 1-337-237-4320, 1-800-256-1175 (toll free)

Lake Charles office: 1-337-439-0377, 1-877-256-0639 (toll free)

Monroe office: 1-318-699-0889, 1-800-259-6591 (toll free)

Natchitoches office: 1-318-352-7220, 1-800-960-9109 (toll free)

Shreveport office: 1-318-222-7186, 1-800-826-9265 (toll free)

Online: la-law.org

Southeast Louisiana Legal Services Corporation

Baton Rouge office: 1-225-448-0080, 1-855-512-3980 (Toll Free)

Covington office: 1-985-893-0076, 1-800-891-0076 (Toll Free)

Gretna office: 1-504-374-0977, 1-800-624-4771 (Toll Free)

Hammond office: 1-985-345-2130, 1-800-349-0886 (Toll Free)

Houma office: 1-985-851-5687, 1-800-256-1660 (Toll Free)

New Orleans office: 1-504-529-1000, 1-877-521-6242 (Toll Free)

Access to Justice Center (St. Charles Parish): 1-985-331-3034

Online: slls.org

Disability Rights Louisiana

Disability Rights Louisiana (DRLA) helps protect the rights of people with mental or physical disabilities. They offer advice, information, training and legal help. DRLA may be reached online at disabilityrightsla.org or at the following locations:

New Orleans

8325 Oak Street

New Orleans, LA 70118

Phone: 1-800-960-7705

Email: info@disabilityrightsla.org

Baton Rouge

530 Lakeland Drive

Baton Rouge, LA 70802

Phone: 1-800-960-7705

Email: info@disabilityrightsla.org

Lafayette

600 Jefferson Street Suite 812

Lafayette, LA 70501

Phone: 1-800-960-7705

Email: info@disabilityrightsla.org

GRIEVANCES

Grievances are spoken or written complaints submitted to Louisiana Healthcare Connections by you or your authorized representative. These complaints may concern any action of Louisiana Healthcare Connections, including, but not limited to:

- prior authorization requirements
- quality of care
- administrative processes or operations

Louisiana Healthcare Connections wants to resolve any concerns you may have. We will not hold it against you or treat you differently if you file a grievance.

How to File a Grievance

You can file a Grievance by calling us at 1-866-595-8133 (TTY: 711). You can also file your grievance by mail or by fax to:

Louisiana Healthcare Connections
ATTN: Grievances
P.O. Box 8418
Baton Rouge, LA 70884
Fax: 1-877-401-8170

Be sure to include:

- Your first and last name
- Your Medicaid ID number
- Your address and telephone number
- What you are unhappy with
- What you would like to have happen

You can file a grievance at any time. If you file a written grievance, we will send you a letter within five days letting you know we have received it.

Louisiana Healthcare Connections maintains records of each grievance, as well as all responses, for six years.

If someone else is going to file a grievance for you, we must have your written permission for that person to file your grievance. You can call Member Services to receive a form or go to LouisianaHealthConnect.com. The “Appeal Representative” form (found in the Forms section of this handbook) can be used to give the right to file your grievance or appeal to someone else.

If you have any proof or information supporting your grievance, you may send it to us and we will add it to your case. You may send this information to Louisiana Healthcare Connections by fax or by mail. You may also request to receive copies of any documentation Louisiana Healthcare Connections used to make the decision about your care or grievance.

You can expect a resolution and a written response within 90 days of your grievance. Most grievances are resolved within 30 days.

We will not hold it against you or treat you differently in any way if you file an grievance. We want to know your concerns so we can improve our services.

REPORTING ALLEGED MARKETING VIOLATIONS

Louisiana Healthcare Connections follows LDH guidelines regarding marketing to potential members. If you become aware of an activity by any Medicaid health plan that could be against LDH guidelines, please fill out LDH’s “Marketing Complaint Submission Form” (found at [LDH.la.gov/healthylamarketingcomplaint](https://ldh.la.gov/healthylamarketingcomplaint) and in the Forms section of this handbook) and they will investigate.

Prohibited activities include:

- Any mail, email, phone calls or door-to-door visits from any Medicaid health plan other than Louisiana Healthcare Connections
- Attaching a Medicaid application to marketing materials
- Displaying or distributing marketing materials in hospital emergency department
- Distributing information that is false, confusing, misleading or intended to defraud members
- Helping someone enroll in Medicaid
- Comparing themselves to other Healthy Louisiana plans by name
- Charging members for items or services at events
- Charging members a fee to use their website
- Trying to sell members commercial insurance plans

REPORTING WASTE, ABUSE AND FRAUD

Louisiana Healthcare Connections is serious about finding and reporting waste, fraud and abuse. Our staff is available to talk to you about this, or you can tell LDH about it.

To speak with Louisiana Healthcare Connections, call our Compliance Department at 1-866-595-8133 (TTY: 711).

To speak with LDH, call their waste, fraud and abuse hotline at 1-800-488-2917 or visit their website at [LDH.la.gov/reportproviderfraud](https://ldh.la.gov/reportproviderfraud).

Fraud means a member, provider or other person is misusing the Louisiana Medicaid program resources. This could include things like:

- Giving someone your Member ID card so they can get services under your name
- Using another person's Member ID card to get services under their name
- A provider billing for the same service twice
- A provider billing for a service that never happened

Your health care benefits are given to you based on your eligibility for the program. You must not share your benefits with anyone. If you misuse your benefits, you could lose them. LDH may also take legal action against you if you misuse your benefits.

If you think a provider, member or other person is misusing Medicaid benefits, please tell us right away. Louisiana Healthcare Connections will take your call seriously and you do not need to give your name.

MEMBER RIGHTS AND RESPONSIBILITIES

As a member, you have certain rights. Louisiana Healthcare Connections also expects its providers to respect and honor your rights:

- To be treated with respect and dignity.
- To receive the right to privacy and non-discrimination as required by law.
- To join your providers in making decisions about your health care.
- To refuse any medical service, diagnosis, treatment or health service if you or your parent/guardian objects based on religious or other grounds.
- To discuss treatment options, regardless of cost or benefit coverage.
- To seek a second opinion.
- To receive information about Louisiana Healthcare Connections, including:
 - Structure and operations
 - Services and service utilization plans
 - Practitioners and providers
 - Physician incentive plans
 - Member rights and responsibilities
- To make recommendations regarding Louisiana Healthcare Connections member rights and responsibilities.
- To get information about available experimental treatments and clinical trials and how such research may be accessed.
- To obtain assistance with care coordination from your provider(s).
- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- To express a concern about or appeal a Louisiana Healthcare Connections decision or the care it provides and to get a response in a reasonable period of time.
- To look at and get a copy of your medical records as permitted by law (one copy free of charge each year) and request they be amended or corrected.
- To make an advance directive.
- To file any complaint about not following your advance directive with LDH.
- To choose a provider who gives you care whenever possible and appropriate.

- To receive accessible health care services comparable in amount, duration and scope to those provided under Medicaid fee-for-service and sufficient in amount, duration and scope to be reasonably expected to achieve the purpose for which the services are furnished.
- To receive appropriate services not denied or reduced solely because of diagnosis, type of illness or medical condition.
- Freedom to exercise the rights described herein without any adverse effect on the your treatment by LDH, Louisiana Healthcare Connections, and its providers or contractors.
- To receive all written member information from Louisiana Healthcare Connections:
 - At no cost to you.
 - In the prevalent non-English languages of its members in the service area.
 - In other ways, to help with the special needs of members who may have trouble reading the information for any reason.
- To receive oral interpretation services free of charge for all non-English languages, not just those identified as “prevalent.”
- To be notified that oral interpretation services are available and how to access them.
- To get help from both LDH and its enrollment broker in understanding the requirements and benefits of Louisiana Healthcare Connections.

As a member, you also have certain responsibilities:

- To inform Louisiana Healthcare Connections of the loss or theft of your Member ID card.
- To present your Member ID card when using health care services.
- To be familiar with Louisiana Healthcare Connections procedures to the best of your abilities.
- To call or contact Louisiana Healthcare Connections to obtain information and have questions clarified.
- To provide in-network providers with accurate and complete medical information.

- To follow prescribed treatment of care recommended by a provider or letting them know the reason(s) treatment cannot be followed, as soon as possible.
- To make every effort to keep scheduled appointments and follow-up appointments and access preventive care services.
- To live a healthy lifestyle and avoid behaviors known to be bad for your health.
- To provide accurate and complete information to all health care providers.
- To become knowledgeable about Louisiana Healthcare Connections' coverage provisions, rules and restrictions.
- To ask questions of your providers to determine the potential risks, benefits, and costs of treatment alternatives, and to make care decisions after weighing all factors.
- To understand your health problems and participate in developing mutually agreed upon treatment goals with your provider to the highest degree possible.
- To follow the grievance process established by Louisiana Healthcare Connections (and as outlined in this handbook) if there is a disagreement with a provider.

YOUR DIGITAL HEALTH RECORDS

Since July 1, 2021, a new federal rule named the Interoperability and Patient Access Rule (CMS 915 F) has made it easier for members to get their health records when they need it most. You now have full access to your health records on your mobile device, which lets you manage your health better and know what resources are open to you.

The new rule makes it easy to find information on paid and denied claims, medication coverage, health care providers, and specific parts of your clinical information. You can get information for dates of service on or after January 1, 2016.

For more info, visit your online member account, at member.LouisianaHealthConnect.com.

Eligibility Information

GENERAL ELIGIBILITY

Louisiana Healthcare Connections is a health plan available through the Louisiana Department of Health (LDH). Louisiana Healthcare Connections does not decide Medicaid eligibility. LDH decides your Medicaid eligibility. The Social Security Administration (SSA) decides eligibility for Supplemental Security Income (SSI).

You may call the Medicaid Eligibility Office toll-free at 1-888-342-6207 for more information on your eligibility.

MAJOR LIFE CHANGES

Certain major life changes may affect your eligibility with Louisiana Healthcare Connections. If you have a major life change, please call the Medicaid Customer Service toll-free hotline at 1-888-342-6207, visit a local Medicaid eligibility office, or go to the Louisiana Medicaid Self-Service Portal at MyMedicaid.la.gov within 10 days after the change happens.

Some examples of major life changes include:

- A change in your name
- A change in your job
- A change in ability/disability

You should call your Medicaid Eligibility Office toll-free at 1-888-342-6207 if you have a change in your family size. This might mean your family got bigger because of a birth or a marriage. You should also report when your family gets smaller. This may be because a family member dies or moves away.

There are other life changes you should tell Louisiana Healthcare Connections about. If you move to a different address or become pregnant, please tell us as soon as you can. This will help us continue to provide services to you. If you move addresses or become pregnant, call Member Services at 1-866-595-8133 (TTY: 711).

OTHER INSURANCE

If you have other insurance, please call Member Services at 1-866-595-8133 (TTY: 711) and tell us. We will send all bills to the correct place for payment. We will inform LDH of your other insurance. This will help us coordinate your health care coverage, so your medical services are paid.

Workers' Compensation

Louisiana Healthcare Connections will not pay for work-related injuries covered by workers' compensation. We will provide the health care services you need while there are questions about an injury being work related. Before Louisiana Healthcare Connections will do this, you must agree to give us all information and documents needed to recover costs for any services provided.

Any pending personal injury or medical malpractice lawsuit, or auto accident claim should be reported to Louisiana Healthcare Connections immediately. This may involve insurance coverage through other companies and will help get your medical services paid.

OPEN ENROLLMENT

Open enrollment is when you can decide to either stay with Louisiana Healthcare Connections or choose a different health plan. Open enrollment happens only once a year. If you want to change your health plan during open enrollment, please call 1-855-229-6848, Monday through Friday from 8 a.m. to 5 p.m., or visit MyPlan.Healthy.la.gov. If you do not choose a new health plan during open enrollment, you will automatically keep your membership with Louisiana Healthcare Connections.

RENEWING YOUR COVERAGE

Medicaid enrollees must renew their coverage every year. When it's time for you to renew your Medicaid, you'll get a letter in the mail from the Louisiana Department of Health. It will include a paper renewal form pre-filled with your information.

1. First, check that the information is correct. If you need to make changes, just write them in the spaces provided.
2. Update your household and jobs. You can add additional people in your household or list another job.
3. Sign the form and return it. Even if all the information on your pre-filled form is correct, you still need to sign and return it to renew your Medicaid.
4. Complete your renewal process by the due date on your letter. If you miss the deadline, your coverage will end.

There are four ways to renew your coverage:

- Online: MyMedicaid.la.gov
- By phone: Louisiana Medicaid Hotline 1-888-342-6207, Monday – Friday, 8 a.m. to 4:30 p.m.
- By mail: Medicaid Application Office, P.O. Box 91278, Baton Rouge, LA 70821-9893
- In person: Contact your Medicaid regional office for assistance.
LDH.la.gov/medicaidoffices

DISENROLLMENT

You may change health plans (“disenroll”) during open enrollment or the first 90 days of your membership with Louisiana Healthcare Connections. You can disenroll without cause:

- During the first 90 days of enrollment
- During the annual open enrollment period
- Upon automatic re-enrollment, if a temporary loss of Medicaid eligibility has caused the member to miss the annual open enrollment period

If you are a voluntary opt-in member, you may disenroll from your health plan at any time, effective the earliest possible month the action can be taken. If you disenroll from your health plan, you may only re-enroll during the annual open enrollment period.

Disenrolling for cause at any time

You can ask to disenroll at any time for the following reasons:

- You move out of Louisiana
- You feel you received poor care
- You feel you received poor access to services
- You need related services performed at the same time, and not all related services are available within Louisiana Healthcare Connections and your primary care provider (PCP) or other provider determines receiving the services separately would subject you to unnecessary risk
- You have a documented lack of access within Louisiana Healthcare Connections to providers experienced in dealing with your health care needs
- Your active specialized behavioral health provider ceases to be in our network

How to Disenroll

You may request disenrollment (with or without cause) in writing or by calling 1-855-229-6848, Monday through Friday from 8 a.m. to 5 p.m. You can also visit MyPlan.Healthy.la.gov and use the self-service portal.

Doctors who accept Medicaid may be “in-network” only for certain Medicaid health plans. Before you change to a new health plan, you should check to see if your PCP and other providers are in the other plan’s network.

If you request disenrollment with cause, you must give the reason you are requesting disenrollment. The reason must be on the list of “for cause” reasons above. If your request to change health plans is denied, you may appeal by using the State Fair Hearing process.

Involuntary Disenrollment for Cause

Louisiana Healthcare Connections may request disenrollment of a member in writing to the enrollment broker. Louisiana Healthcare Connections may request disenrollment at any time for any of the following reasons:

- Member is abusive, threatening or acts violent
- Member allows someone else to use their Louisiana Healthcare Connections Member ID card
- Member is in prison
- Member moves out of state
- Member is placed in a long-term care nursing facility, ICF/DD facility

Louisiana Healthcare Connections may not request disenrollment of a member due to:

- A pre-existing medical condition, a health diagnosis or a change in health status
- Utilization of medical services
- Diminished medical capacity
- Refusal of medical care or diagnostic testing
- Uncooperative or disruptive behavior resulting from special needs
- An attempt to exercise rights under the grievance and appeals system
- A request to change providers

Termination of Health Plan Contract

If the Louisiana Department of Health decides to end a Medicaid health plan's contract, it will send the members of that health plan a written notice. The notice will let members know how to disenroll without cause. It will also tell members their options for receiving Medicaid services. For more information about this policy, contact the Louisiana Medicaid Customer Service Hotline at 1-888-342-6207 (TTY: 1-800-220-5404), Monday through Friday, 8 a.m. to 5 p.m. Or go to the Healthy Louisiana website, [Healthy.la.gov](https://www.healthy.la.gov).

Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND SHARED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Effective February 8, 2024

For help to translate or understand this, please call Member Services at 1-866-595-8133 (TTY: 711).

Si necesita ayuda para traducir o entender este texto, por favor llame al telefono: 1-866-595-8133 (TTY: 711).

Interpreter services are available to you free of charge.

Covered Entity's Duties

Louisiana Healthcare Connections is a Covered Entity as defined and regulated under the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Louisiana Healthcare Connections is required by law to maintain the privacy of your protected health information (PHI), provide you with this Notice of our legal duties and privacy practices related to your PHI, abide by the terms of the Notice that is currently in effect, and notify you in the event of a breach of your unsecured PHI.

This Notice describes how we may use and disclose your PHI. It also describes your rights to access, amend and manage your PHI and how to exercise those rights. All other uses and disclosures of your PHI not described in this Notice will be made only with your written authorization.

Louisiana Healthcare Connections reserves the right to change this Notice. We reserve the right to make the revised or changed Notice effective for your PHI we already have as well as any of your PHI we receive in the future.

Louisiana Healthcare Connections will promptly revise and distribute this Notice whenever there is a material change to the following:

- The uses or disclosures
- Your rights
- Our legal duties
- Other privacy practices stated in the notice

We will make any revised Notices available on our website or through a separate mailing. We will also mail you or email you a copy upon request.

Internal Protections of Oral, Written and Electronic Personal Health Information (PHI)

Louisiana Healthcare Connections protects your PHI. We have privacy and security processes to help.

These are some of the ways we protect your PHI:

- We train our staff to follow our privacy and security processes.
- We require our business associates to follow privacy and security processes.
- We keep our offices secure.
- We talk about your PHI only for a business reason with people who need to know.
- We keep your PHI secure when we send it or store it electronically.
- We use technology to keep the wrong people from accessing your PHI.

Permissible Uses and Disclosures of Your PHI

The following is a list of how we may use or disclose your PHI without your permission or authorization:

Treatment – We may use or disclose your PHI to a physician or other health care provider providing treatment to you, to coordinate your treatment among providers, or to assist us in making prior authorization decisions related to your benefits.

Payment – We may use and disclose your PHI to make benefit payments for the health care services provided to you.

We may disclose your PHI to another health plan, to a health care provider, or other entity subject to the federal Privacy Rules for their payment purposes. Payment activities may include processing claims, determining eligibility or coverage for claims, and reviewing services for medical necessity.

Health Care Operations – We may use and disclose your PHI to perform our health care operations. These activities may include providing customer service, responding to complaints and appeals, and providing care management and care coordination.

In our health care operations, we may disclose PHI to business associates. We will have written agreements to protect the privacy of your PHI with these associates. We may disclose your PHI to another entity that is subject to the federal Privacy Rules. The entity must also have a relationship with you for its health care operations. This includes the following:

- Quality assessment and improvement activities
- Reviewing the competence or qualifications of health care professionals
- Care management and care coordination
- Detecting or preventing health care fraud and abuse

Group Health Plan/Plan Sponsor Disclosures – We may disclose your protected health information to a sponsor of the group health plan, such as an employer or other entity that is providing a health care program to you, if the sponsor has agreed to certain restrictions on how it will use or disclose the protected health information (such as agreeing not to use the protected health information for employment-related actions or decisions).

Other Permitted or Required Disclosures of Your PHI

Appointment Reminders/Treatment Alternatives – We may use and disclose your PHI to remind you of an appointment for treatment and medical care with us or to provide you with information regarding treatment alternatives or other health-related benefits and services, such as information on how to stop smoking or lose weight.

As Required by Law – If federal, state, and/or local law requires a use or disclosure of your PHI, we may use or disclose your PHI information to the extent that the use or disclosure complies with such law and is limited to the requirements of such law.

If two or more laws or regulations governing the same use or disclosure conflict, we will comply with the more restrictive laws or regulations.

Public Health Activities – We may disclose your PHI to a public health authority for the purpose of preventing or controlling disease, injury, or disability. We may disclose your PHI to the Food and Drug Administration (FDA) to ensure the quality, safety or effectiveness of products or services under the jurisdiction of the FDA.

Victims of Abuse and Neglect – We may disclose your PHI to a local, state, or federal government authority, including social services or a protective services agency authorized by law to receive such reports if we have a reasonable belief of abuse, neglect, or domestic violence.

Judicial and Administrative Proceedings – We may disclose your PHI in response to an administrative or court order. We may also be required to disclose your PHI to respond to a subpoena, discovery request, or other similar requests.

Law Enforcement – We may disclose your relevant PHI to law enforcement when required to do so for the purposes of responding to a crime.

Coroners, Medical Examiners and Funeral Directors – We may disclose your PHI to a coroner or medical examiner. This may be necessary, for example, to determine a cause of death. We may also disclose your PHI to funeral directors, as necessary, to carry out their duties.

Organ, Eye and Tissue Donation – We may disclose your PHI to organ procurement organizations. We may also disclose your PHI to those who work in procurement, banking or transplantation of cadaveric organs, eyes, and tissues.

Threats to Health and Safety – We may use or disclose your PHI if we believe, in good faith, that the use or disclosure is necessary to prevent or lessen a serious or imminent threat to the health or safety of a person or the public.

Specialized Government Functions – If you are a member of U.S. Armed Forces, we may disclose your PHI as required by military command authorities. We may also disclose your PHI to authorized federal officials for national security concerns, intelligence activities, The Department of State for medical suitability determinations, the protection of the President, and other authorized persons as may be required by law.

Workers' Compensation – We may disclose your PHI to comply with laws relating to workers' compensation or other similar programs, established by law, that provide benefits for work-related injuries or illness without regard to fault.

Emergency Situations – We may disclose your PHI in an emergency situation, or if you are incapacitated or not present, to a family member, close personal friend, authorized disaster relief agency, or any other person previously identified by you. We will use professional judgment and experience to determine if the disclosure is in your best interest. If the disclosure is in your best interest, we will only disclose the PHI that is directly relevant to the person's involvement in your care.

Inmates – If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release your PHI to the correctional institution or law enforcement official, where such information is necessary for the institution to provide you with health care; to protect your health or safety; or the health or safety of others; or for the safety and security of the correctional institution.

Research – Under certain circumstances, we may disclose your PHI to researchers when their clinical research study has been approved and where certain safeguards are in place to ensure the privacy and protection of your PHI.

Uses and Disclosures of Your PHI That Require Your Written Authorization

We are required to obtain your written authorization to use or disclose your PHI, with limited exceptions, for the following reasons:

Sale of PHI – We will request your written authorization before we make any disclosure that is deemed a sale of your PHI, meaning that we are receiving compensation for disclosing the PHI in this manner.

Marketing – We will request your written authorization to use or disclose your PHI for marketing purposes with limited exceptions, such as when we have face-to-face marketing communications with you or when we provide promotional gifts of nominal value.

Psychotherapy Notes – We will request your written authorization to use or disclose any of your psychotherapy notes that we may have on file with limited exception, such as for certain treatment, payment, or health care operation functions.

You have the right to revoke your authorization, in writing at any time except to the extent that we have already used or disclosed your PHI based on that initial authorization.

Your Rights

The following are your rights concerning your PHI. If you would like to use any of the following rights, please contact us. Our contact information is at the end of this Notice.

Right to Request Restrictions – You have the right to request restrictions on the use and disclosure of your PHI for treatment, payment, or health care operations, as well as disclosures to persons involved in your care or payment of your care, such as family members or close friends. Your request should state the restrictions you are requesting and state to whom the restrictions apply. We are not required to agree to this request. If we agree, we will comply with your restriction request unless the information is needed to provide you with emergency treatment. However, we will restrict the use or disclosure of PHI for payment or health care operations to a health plan when you have paid for the service or item out of pocket in full.

Right to Request Confidential Communications – You have the right to request that we communicate with you about your PHI by alternative means or to alternative locations. This right only applies if the information could endanger you if it is not communicated by the alternative means or to the alternative location you want. You do not have to explain the reason for your request, but you must state that the information could endanger you if the communication means or location is not changed. We must accommodate your request if it is reasonable and specifies the alternative means or location where your PHI should be delivered.

Right to Access and Receive a Copy of your PHI – You have the right, with limited exceptions, to look at or get copies of your PHI contained in a designated record set. You may request that we provide copies in a format other than photocopies. We will use the format you request unless we cannot practicably do so.

You must make a request in writing to obtain access to your PHI. If we deny your request, we will provide you a written explanation and will tell you if the reasons for the denial can be reviewed. We will also tell you how to ask for such a review or if the denial cannot be reviewed.

Right to Amend your PHI – You have the right to request that we amend, or change, your PHI if you believe it contains incorrect information. Your request must be in writing, and it must explain why the information should be amended. We may deny your request for certain reasons, for example if we did not create the information you want amended and the creator of the PHI is able to perform the amendment. If we deny your request, we will provide you a written explanation. You may respond with a statement that you disagree with our decision, and we will attach your statement to the PHI you request that we amend. If we accept your request to amend the information, we will make reasonable efforts to inform others, including people you name, of the amendment and to include the changes in any future disclosures of that information.

Right to Receive an Accounting of Disclosures – You have the right to receive a list of instances within the last 6-year period in which we or our business associates disclosed your PHI. This does not apply to disclosure for purposes of treatment, payment, health care operations, or disclosures you authorized and certain other activities. If you request this accounting more than once in a 12-month period, we may charge you a reasonable, cost-based fee for responding to these additional requests. We will provide you with more information on our fees at the time of your request.

Right to File a Complaint – If you feel your privacy rights have been violated or that we have violated our own privacy practices, you can file a complaint with us in writing or by phone using the contact information at the end of this Notice.

You can also file a complaint with the Secretary of the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201 or calling 1-800-368-1019, (TTY: 1-866-788-4989) or visiting: www.hhs.gov/ocr/privacy/hipaa/complaints.

WE WILL NOT TAKE ANY ACTION AGAINST YOU FOR FILING A COMPLAINT.

Right to Receive a Copy of this Notice – You may request a copy of our Notice at any time by using the contact information listed at the end of the Notice. If you receive this Notice on our website or by electronic mail (e-mail), you are also entitled to request a paper copy of the Notice.

Race, Ethnicity, Language, Sexual Orientation and Gender Identity Information

Louisiana Healthcare Connections is committed to keeping your race, ethnicity and language (REL) and sexual orientation and gender identity (SOGI) information confidential. We use some of the following methods to protect your information:

- Maintaining paper documents in locked file cabinets
- Requiring that all electronic information remain on physically secure media
- Maintaining your electronic information in password-protected files
- We may use or disclose your REL and SOGI information to perform our operations as your health plan. These activities may include:
 - Designing intervention programs
 - Designing and directing outreach materials
 - Informing health care practitioners and providers about your language needs
 - Assessing health care disparities

We will never use your REL and SOGI information for underwriting, rate setting or benefit determinations or disclose your REL or SOGI information to unauthorized individuals.

Contact Information

Questions about this Notice: If you have any questions about this Notice, our privacy practices related to your PHI, or how to exercise your rights, you can contact us in writing. You can also contact us by phone. Use the contact information listed below.

Louisiana Healthcare Connections
ATTENTION: Privacy Official
P.O. Box 84180
Baton Rouge, LA 70884

Toll-free phone number:
1-866-595-8133
TTY: 711
Fax: 1-866-768-9374

Using Your Rights

You have a right to receive a copy of this Notice at any time. We reserve the right to change the terms of this Notice.

Any changes in our privacy practices will apply to all the health records we keep. We will make any revised Notices available on our website or through a separate mailing. If you have any questions about this Notice or how we use or share your health records, please call Member Services at 1-866-595-8133 (TTY: 711) Monday through Friday from 7 a.m. to 7 p.m.

If you believe your privacy rights have been violated, you may write a letter of complaint to:

Louisiana Healthcare Connections
ATTENTION: Privacy Official
P.O. Box 84180
Baton Rouge, LA 70884
Phone: 1-866-595-8133 (TTY: 711)
Fax: 1-866-768-9374

You may also contact the secretary of the U.S. Department of Health and Human Services:

Office for Civil Rights
U.S. Department of Health & Human Services
200 Independence Avenue, S.W.
Washington, D.C., 20201
Phone: 1-800-368-1019
TTY: 1-866-788-4989
Online: www.hhs.gov/ocr/privacy/hipaa/complaints

Glossary

APPEAL: A step you can take to ask Medicaid to change its mind when it decides it will not pay for care you need.

BEHAVIORAL HEALTH SERVICES: Health care for emotional, psychological, substance use and psychiatric problems. It is part of your health plan.

CONTINUITY OF CARE: If your primary care provider sends you to a specialist, your primary care provider will stay involved and keep up with all your treatments.

CARE COORDINATION: Your primary care provider works with you and other providers to make sure that all your providers know about your health problems.

EMERGENCY MEDICAL CONDITION: A health problem that needs immediate medical attention. An example includes a health problem that can cause you (or your unborn child, if you are pregnant) serious harm.

EMERGENCY MEDICAL TRANSPORTATION: Ambulance.

EMERGENCY ROOM CARE: Care for an emergency medical or dental condition that is too serious to be treated in a clinic or urgent care center.

EMERGENCY SERVICES: Inpatient and outpatient medical or dental care by a health care provider to screen, evaluate, and/or stabilize your emergency medical or dental condition.

EXCLUDED SERVICES: Care that is not paid for by Medicaid.

GRIEVANCE: A report that you can make if you are not happy with the quality of care you got or if you think a provider or someone at the clinic was rude or denied you access to the care you needed.

HABILITATION SERVICES AND DEVICES: Health care services that help you keep, learn, or improve skills and functioning for daily living. Examples include therapy for a child who isn't walking or talking at the expected age. These services may include physical and occupational therapy, speech-language pathology, and other services for people with disabilities.

HEALTH INSURANCE: A plan that helps you pay for health care visits, procedures, hospital stays and preventive care. It will pay for the high cost expenses and routine screenings that it says are covered.

HEALTH PLAN: A group of doctors, hospitals and other providers who work together to help you get the health care services you need. They may provide physical health services, like doctor, hospital and emergency room visits; X-rays and prescriptions, and non-emergency medical transportation. They may also provide mental health or substance use disorder services, like psychotherapy or crisis intervention.

HEALTH RISK ASSESSMENT: A form you fill out to tell about your health and health behavior. Health providers use the information to figure out whether you are at risk of getting certain diseases or medical or dental conditions.

HOME HEALTH CARE: A wide range of health care given in your home to treat an illness or injury. Examples include care for a wound, patient education, checking your blood pressure and breathing, checking on you after you get out of the hospital.

HOSPICE SERVICES: Hospice is to keep you comfortable and as free as possible from pain and symptoms when you have a terminal illness. Hospice helps you have a good quality of life for the time remaining. Most hospice care happens at home or it can be given in a hospital or special facility. Hospice is for patients likely to die within six months if their disease runs its normal course.

HOSPITALIZATION: When you are checked into a hospital for care.

HOSPITAL OUTPATIENT CARE: Care given at a hospital that your doctor does not expect will need an overnight stay. In some cases, you may stay overnight without being registered as an inpatient. Examples include same-day surgery and blood transfusions.

MEDICALLY NECESSARY: Medical or dental care or supplies your provider says are needed to prevent, diagnose or treat your illness, injury, or disease. To be medically necessary, the care or supplies must be clinically appropriate and meet accepted standards of medicine. Medicaid does NOT pay for treatments that are experimental, non-FDA approved, investigational, or cosmetic.

NETWORK OR PROVIDER NETWORK: The group of providers linked to your health plan who provide primary and acute health care.

NON-PARTICIPATING PROVIDER: A physician that is not part of your provider network.

PHYSICIAN SERVICES: Care provided by a physician.

PLAN: See Health Plan.

PREAUTHORIZATION: Getting permission for specific health services before you receive them so that Medicaid will pay for the care.

PARTICIPATING PROVIDER: A provider who works for your health plan or is linked to your health plan.

PRIMARY CARE PHYSICIAN: The doctor who is responsible for your health care. This doctor may also refer you to a specialist, or admit you to a hospital.

PRIMARY CARE PROVIDER: A physician, nurse practitioner, or physician assistant who manages your health care needs. This includes preventive care and care when you are sick. The primary care provider may treat you, refer you to a specialist, or admit you to a hospital.

PROVIDER: An individual, clinic, hospital or other caregiver approved by Medicaid to provide health care.

REHABILITATION SERVICES AND DEVICES: Care and items that help restore your health and functions. Examples include cardiac rehab (for your heart), pulmonary rehab (to help you breathe better) and physical or speech therapy. These include exercise, education and counseling. These are usually provided in a hospital outpatient setting but can be offered in a skilled nursing facility.

SKILLED NURSING CARE: A high level of nursing care. Nurses help to manage, observe, and evaluate your care.

SPECIALIST: A health professional who is educated and trained to have in-depth knowledge of how to care for certain medical or dental problems. Physician specialist examples include cardiologist (heart doctor), pulmonologist (lung doctor), nephrologist (kidney doctor) and surgeon.

Forms

- Grievance or Appeal form
- Concerns and Recommendations form
- Appeal Representative form
- Request for State Fair Hearing form
- LDH Marketing Complaint Submission Form

Grievance or Appeal

HELP US IMPROVE HOW WE SERVE YOU

We hope our members will always be happy with our providers and with us. But if you are not happy, we want to know so we can resolve any concerns you have. To file a grievance or appeal, please complete this form and send it to us within 60 days of the event or denial letter. If you don't want to use this form, you can mail us a letter that includes in information below instead. Thank you!

Member Name: _____

Member ID #: _____

Member Address: _____

City: _____ State: _____ Zip: _____

Member Phone: _____

Tracking Number (if applicable; found in upper left corner of denial letter): _____

Description of your grievance or appeal (you can attach more pages if needed):

Signature (Member or Member's Representative): _____

Daytime Phone: _____ Date: _____



SEND YOUR COMPLETED FORM TO:

Louisiana Healthcare Connections, ATTN: Quality
P.O. Box 84180, Baton Rouge, LA 70884

Or fax to: 1-877-401-8170



HAVE QUESTIONS OR NEED HELP?

Call us at 1-866-595-8133 (TTY: 711), Monday through Friday, 7 a.m. to 7 p.m.

Concerns and Recommendations

HELP US IMPROVE HOW WE SERVE OUR MEMBERS

We're always looking for ways to improve, so if you have concerns or ideas, please let us know! If you don't want to use this form, you can mail us a letter that includes in information below instead. Thank you!

Member Name: _____

Member #: _____

Member Address: _____

City: _____ State: _____ Zip: _____

Member Phone: _____

Tracking Number (if applicable; found in upper left corner of denial letter): _____

Your concern or recommendation (you can attach more pages if needed):

Signature (Member or Member's Representative): _____

Daytime Phone: _____ Date: _____



SEND YOUR COMPLETED FORM TO:

Louisiana Healthcare Connections, ATTN: Member Services
P.O. Box 84180, Baton Rouge, LA 70884

Or fax to: 1-866-768-9374



HAVE QUESTIONS OR NEED HELP?

Call us at 1-866-595-8133 (TTY: 711), Monday through Friday, 7 a.m. to 7 p.m.

Appeal Representative

ALLOW SOMEONE TO HELP WITH YOUR APPEAL

You may have someone else act on your behalf in an Appeal. The person you list below will be accepted as your Representative. We cannot speak with anyone acting on your behalf until we receive this form.

I, _____, want the following person to act for me in my appeal. I understand that my personal health information related to my appeal may be given to my Representative.

Member ID #: _____

Representative Name: _____

Representative's Address: _____

City: _____ State: _____ Zip: _____

Representative's Phone: _____

Brief description of the appeal for which Appeal Representative will be acting on your behalf:

Signature of Member (or Guardian): _____ Date: _____

*Relationship to Member: Self Parent Guardian

Representative's Signature: _____ Date: _____

*Relationship to Member: Self Parent Guardian Other: _____



SEND YOUR COMPLETED FORM TO:

Louisiana Healthcare Connections, ATTN: Appeals
P.O. Box 84180, Baton Rouge, LA 70884

Or fax to: 1-877-401-8170



HAVE QUESTIONS OR NEED HELP?

Call us at 1-866-595-8133 (TTY: 711), Monday through Friday, 7 a.m. to 7 p.m.

Request for State Fair Hearing

Member Name: _____

Member ID #: _____

Member Address: _____

City: _____ State: _____ Zip: _____

Member Phone: _____

I wish to appeal the decision made by Louisiana Healthcare Connections on my case because:

Member Signature: _____ Date: _____

Authorized Representative Information

If the member has authorized a representative to request a State Fair Hearing, please complete this section.

Representative Name: _____

Representative Social Security #: _____

Representative Address: _____

City: _____ State: _____ Zip: _____

Representative Phone: _____

Representative Signature: _____ Date: _____



MAIL THIS FORM AND YOUR NOTICE OF ADVERSE ACTION LETTER TO:

Division of Administrative Law—Health and Hospitals Section

P.O. Box 4189, Baton Rouge, LA 70821-4189

Or fax to: (225) 219-9823

The postmark when you mail this form will be the date of your Appeal request. After you ask for a State Fair Hearing, the Division of Administrative Law will send you a Notice by mail of the date, time and location of your State Fair Hearing. If you are unable to mail or fax the attached form, you can request a State Fair Hearing by calling (225) 342-5800 or going to: www.adminlaw.state.la.us/HH.htm.

Marketing Complaint Submission Form

Revision 10/2018

FOR LDH USE ONLY	
STAGE OF REVIEW	DATE
<input type="checkbox"/> Form Received at LDH	
<input type="checkbox"/> Investigation Begins	
<input type="checkbox"/> Sanctions Applied	
<input type="checkbox"/> Response Sent to Complainant	
<input type="checkbox"/> Investigation Closed	
Marketing Complaint Tracking #:	

COMPLAINANT CONTACT INFORMATION

Complainant Name/Title/Organization:		
Address:		
Phone:	E-mail:	Fax:

COMPLAINT DETAILS

Parties to the Alleged Violation: <i>(violator, witnesses and others)</i>
Date/Time/Frequency of Alleged Violation:
Location of Alleged Violation: <i>(facility name including location – address, unit, room, floor)</i>
Narrative/specifics of alleged violation: <i>(Please attach any documentation to support this allegation and attach additional pages if more space is needed)</i>
Why is this alleged violation a violation of the Marketing Policy and Procedures? <i>(Please include citations to specific policies and procedures)</i>
What harm has resulted due to this alleged violation? <i>(such as misrepresentation, unfair advantage gained)</i>
What is the complainant's expectation/desire for resolution/remedy, if any?

LDH FINDINGS

LDH Investigator Signature: <i>(at completion of investigation)</i>	Date:
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We Do Not Discriminate

Louisiana Healthcare Connections complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Louisiana Healthcare Connections does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Louisiana Healthcare Connections:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact Louisiana Healthcare Connections at 1-866-595-8133 (TTY: 711).

If you believe that Louisiana Healthcare Connections has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance by calling the number above and telling them you need help filing a grievance; Louisiana Healthcare Connections is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue S.W., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, (TDD: 1-800-537-7697).

Complaint forms are available at <https://www.hhs.gov/civil-rights/filing-a-complaint>.



SPANISH: Aviso de no discriminación

Louisiana Healthcare Connections cumple con las leyes federales de derechos civiles aplicables y no discrimina en base a raza, color, origen nacional, edad, discapacidad o sexo. Louisiana Healthcare Connections no excluye a las personas ni las trata de manera distinta debido a su raza, color, origen nacional, edad, discapacidad o sexo.

Louisiana Healthcare Connections:

- Ofrece ayudas y servicios gratuitos a personas que tienen discapacidades para comunicarse eficazmente con nosotros, como intérpretes calificados de lenguaje de señas e información escrita en otros formatos (letras grandes, formatos electrónicos accesibles, otros formatos).
- Ofrece servicios de idiomas gratuitos a personas cuyo idioma principal no es el inglés, como intérpretes calificados e información escrita en otros idiomas. Si necesita estos servicios, llame a Louisiana Healthcare Connections al 1-866-595-8133 (TTY: 711).

Si cree que Louisiana Healthcare Connections no le ha proporcionado estos servicios o lo(a) ha discriminado de otra manera en base a raza, color, origen nacional, edad, discapacidad o sexo, puede presentar una queja llamando al número anterior y diciéndoles que necesita ayuda para presentar una queja; Louisiana Healthcare Connections está disponible para ayudarle.

Además puede presentar un reclamo de derechos civiles al U.S. Department of Health and Human Services (Departamento de Servicios de Salud y Servicios Humanos), Office for Civil Rights (Oficina de Derechos Civiles), electrónicamente a través del Office for Civil Rights Complaint Portal (Portal para reclamos de la Oficina de derechos Civiles), disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> o por correo o teléfono en: U.S. Department of Health and Human Services, 200 Independence Avenue S.W., Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, (TDD: 1-800-537-7697).

Los formularios de reclamo están disponibles en <https://www.hhs.gov/civil-rights/filing-a-complaint>.



FRENCH: Déclaration de non-discrimination

Louisiana Healthcare Connections respecte les lois applicables des États-Unis en matière de droits civils et ne pratique aucune discrimination fondée sur la race, la couleur, l'origine nationale, l'âge, un handicap ou le sexe. Louisiana Healthcare Connections n'exclut aucune personne, ni ne pratique de différence de traitement à l'égard des personnes en raison de leur race, leur couleur, leur origine nationale, leur handicap ou leur sexe. Louisiana Healthcare Connections:

- Met gratuitement à la disposition des personnes en situation de handicap des aides et des services pour une communication efficace avec nous , comme des interprètes qualifiés en langue des signes et des informations écrites rédigées sur d'autres supports (supports papier écrits en gros caractères, supports audio, supports électroniques accessibles, autres supports).
- Met gratuitement à disposition des services de langues pour les personnes dont la langue maternelle n'est pas l'anglais , comme des interprètes qualifiés et des informations rédigées en différentes langues. Si vous avez besoin d'utiliser ces services, veuillez contacter Louisiana Healthcare Connections au 1-866-595-8133 (ATS : 711).

Si vous estimez que Louisiana Healthcare Connections n'a pas fourni ces services ou a fait preuve de pratiques discriminatoires fondées sur la race, la couleur, l'origine nationale, l'âge, un handicap ou le sexe, vous pouvez déposer une plainte en appelant le numéro ci-dessus en précisant que vous avez besoin d'assistance pour cette démarche : Louisiana Healthcare Connections est à votre disposition pour le faire.

Vous pouvez également déposer une plainte auprès du *U.S. Department of Health and Human Services, Office for Civil Rights*, le ministère de la Santé et des services sociaux des États-Unis, Bureau des droits civils, de façon électronique par le biais de *l'Office for Civil Rights Complaint Portal* , le portail Internet du Bureau des droits civils, service des plaintes, à <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, ou bien par courrier postal ou par téléphone à : U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-868-1019, 800-537-7697 (TDD).

Les formulaires de plaintes sont disponibles sur <https://www.hhs.gov/civil-rights/filing-a-complaint>.



VIETNAMESE: Thông Báo về Chống Kỳ Thị

Louisiana Healthcare Connections tuân thủ theo luật dân quyền hiện hành của Liên Bang và không kỳ thị dựa trên chủng tộc, màu da, nguồn gốc quốc gia, tuổi, khuyết tật, hoặc giới tính. Louisiana Healthcare Connections không loại trừ những người hoặc đối xử với họ khác biệt bởi vì chủng tộc, màu da, nguồn gốc quốc gia, tuổi, khuyết tật, hoặc giới tính.

Louisiana Healthcare Connections:

- Cung cấp các trợ cụ và dịch vụ cho những người bị khuyết tật để liên lạc hữu hiệu với chúng tôi, như các thông dịch viên ngôn ngữ ra dấu có khả năng và thông tin trên văn bản dưới các dạng thức khác (chữ in khổ lớn, các dạng thức dễ tiếp cận bằng điện tử, các dạng thức khác).
- Cung cấp các dịch vụ ngôn ngữ miễn phí cho những người mà ngôn ngữ chính không phải là tiếng Anh, như các thông dịch viên có khả năng và thông tin viết bằng các ngôn ngữ khác. Nếu quý vị cần các dịch vụ này, liên lạc với Louisiana Healthcare Connections tại số 1-866-595-8133 (TTY: 711).

Nếu quý vị tin rằng Louisiana Healthcare Connections đã không cung cấp các dịch vụ này hoặc kỳ thị dưới một cách khác dựa vào chủng tộc, màu da, nguồn gốc quốc gia, tuổi, khuyết tật, hoặc giới tính, quý vị có thể nộp một đơn khiếu nại bằng cách gọi số điện thoại ở trên và cho họ biết quý vị cần giúp nộp một đơn khiếu nại; Louisiana Healthcare Connections sẵn sàng giúp đỡ cho quý vị.

Quý vị cũng có thể nộp đơn than phiền về các quyền dân sự lên Ban Dịch Vụ Y Tế và Nhân Sự Hoa Kỳ, Văn Phòng Dân Quyền, bằng điện tử qua Cổng Than Phiền của Văn Phòng Dân Quyền hiện có tại <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> hoặc qua thư hoặc điện thoại tại: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, (TDD: 1-800-537-7697).

Các mẫu than phiền hiện có sẵn tại <https://www.hhs.gov/civil-rights/filing-a-complaint>.

Translations Are Available

SPANISH

Si usted habla español, se encuentran disponibles servicios de ayuda con la comunicación sin costo alguno. Para obtener ayuda para entender esta información, llámenos al 1-866-595-8133 (TTY: 711), de lunes a viernes, de 8 a. m. a 5 p. m.

FRENCH

Si vous parlez français, vous pouvez bénéficier de services d'assistance linguistique gratuits. Si vous souhaitez une assistance pour vous aider à comprendre cette information, veuillez nous appeler au 1-866-595-8133 (ATS : 711), du lundi au vendredi, de 8 h à 17 h.

VIETNAMESE

Nếu quý vị nói tiếng Việt, hiện có các dịch vụ trợ giúp ngôn ngữ cho quý vị miễn phí. Để được giúp đỡ hiểu thông tin này, gọi chúng tôi tại số 1-866-595-8133 (TTY: 711), Thứ Hai tới Thứ Sáu, 8 sáng tới 5 chiều.

CHINESE

如果您讲中文，您可以免费获得语言协助服务。如需帮助理解本信息，请在周一至周五上午 8 时至下午 5 时给我们打电话，电话号码是 1-866-595-8133（听力障碍者专线：711）。

ARABIC

إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية دون أي تكلفة. للحصول على مساعدة في فهم هذه المعلومات، اتصل بنا على الرقم 1-866-595-8133 (ضعفاء السمع: 711)، من الاثنين إلى الجمعة، 8:00 صباحاً حتى 5:00 مساءً.

TAGALOG

Kung nagsasalita ka ng Tagalog, mayroon kang makukuhang libreng tulong sa wika. Upang makakuha ng tulong upang maunawaan ang impormasyong ito, tawagan kami sa 1-866-595-8133 (Kung may kahirapan sa pandinig: 711) Lunes hanggang Biyernes, mula 8 a.m. hanggang 5 p.m.

KOREAN

한국어를 쓰시는 경우, 언어 지원 서비스가 무료로 제공됩니다. 본 정보를 이해하시는 데 도움이 필요하시면, 저희에게 1-866-595-8133번(난청이 있으신 분은 711번 이용)으로 월요일-금요일, 오전 8시-오후 5시 중에 연락하실 수 있습니다.

PORTUGUESE

Se você fala português, serviços linguísticos gratuitos estão à sua disposição. Para obter ajuda para compreender estas informações, ligue para 1-866-595-8133 (Deficiência Auditiva: 711), segunda a sexta-feira das 8 da manhã às 5 da tarde.

LAO

ຖ້າຫາກວ່າທ່ານເວົ້າພາສາລາວ ມີການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໃຫ້ທ່ານໂດຍບໍ່ເສຍຄ່າໃຊ້ຈ່າຍ. ເພື່ອຈະໄດ້ຮັບຄວາມຊ່ວຍເຫຼືອໃຫ້ເຂົ້າໃຈຂໍ້ມູນນີ້ ໂທຫາພວກເຮົາທີ່ 1-866-595-8133 (ພິການຫູ 711) ວັນຈັນ ຫາວັນສຸກ 8 ໂມງເຊົ້າ ຫາ 5 ໂມງແລງ.

JAPANESE

英語を話す場合は、無料で通訳サービスをご利用になれます。この内容を詳しく知りたい方は、1-866-595-8133 (聴力低下の場合は: 711)にお電話ください。この番号は、月曜日から金曜日の午前8時から午後5時までご利用いただけます。

URDU

اگر آپ اردو بولتے ہیں تو، آپ کو زبان سے متعلق مدد کی خدمات مفت دستیاب ہیں۔ اس اطلاع کو سمجھنے میں مدد کے لیے، ہمیں 1-866-595-8133 (بہرے افراد: 711)، پر کال کریں، پیر تا جمعہ، صبح 8 تا شام 5 بجے

GERMAN

Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienste zur Verfügung. Wenn Sie zum Verständnis dieser Informationen Hilfe benötigen, erreichen Sie uns montags bis freitags von 8 bis 17 Uhr unter der Nummer 1-866-595-8133 (Hörgeschädigte: 711).

PERSIAN (FARSI)

اگر شما فارسي صحبت می کنند، خدمات ترجمه بدون هیچ هزینه در دسترس شما هستند. برای کمک برای درک این اطلاعات، با ما با شماره تلفن 1-866-595-8133 (برای کسانی که اختلال شنوایی دارند: 711)، از دوشنبه تا جمعه، 8 صبح تا 5 بعد از ظهر تماس بگیرید.

RUSSIAN

Если вы говорите по-русски, то вам могут быть бесплатно предоставлены услуги по переводу. Если вам требуется помощь, чтобы понять эту информацию, позвоните нам по номеру телефона 1-866-595-8133 (номер для слабослышащих: 711) с понедельника по пятницу, с 8:00 до 17:00.

THAI

ถ้าคุณพูดภาษาไทย มีการบริการช่วยเหลือด้านภาษาให้คุณ โดยไม่เสียค่าใช้จ่าย เพื่อจะได้รับ ความช่วยเหลือให้เข้าใจข้อมูลนี้ โทรหาพวกเราที่ 1-866-595-8133 (ความบกพร่องทางการได้ยิน 711) วันจันทร์ถึงวันศุกร์ 8:00 น. ถึง 17:00 น.



P.O. Box 84180
Baton Rouge, LA 70884
1-866-595-8133 (TTY: 711)
Monday – Friday, 7 a.m. – 7 p.m.
LouisianaHealthConnect.com



1-855-229-6848
Healthy.la.gov

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