
To: AmeriHealth Caritas Louisiana Providers

Date: October 10, 2023

Subject: [Informational Bulletin 23-19](#): Open Enrollment for 2024 Medicaid Managed Care

Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.

Open Enrollment for 2024 Medicaid Managed Care

AmeriHealth Caritas Louisiana would like to make you aware of the details for the annual open enrollment period for the 2024 plan year for managed care.

What do you need to do?

Providers can download the [Open Enrollment Informational Flyer](#) and display it in your office.

Dates and Mailings

Open Enrollment begins **October 15, 2023**, and ends at 6 p.m. on **November 30, 2023**. During this time, enrollees will have the option of choosing a health plan. Any changes made during this period will be effective starting **January 1, 2024**.

Letters with information about the plans and instructions for how to change plans during Open Enrollment were mailed in August to all enrollees who are included in this Open Enrollment period. Enrollees who have opted in to emails or text messages will receive this information electronically. Enrollees can sign up for emails and/or text messages at myplan.healthy.la.gov.

Please note, Medicaid members also have the option to sign up for emails and text messages to get eligibility updates from Louisiana Medicaid. These are two different email and text messaging systems and signing up for one does not sign a member up for the other.

Enrollees can make a change to their healthcare coverage on the Healthy Louisiana mobile app, online at myplan.healthy.la.gov or by calling toll free 1-855-229-6848. The Healthy Louisiana mobile app is free and available for download to [Apple](#) and [Android](#) devices.

Open Enrollment is the only time Medicaid enrollees can change health plans without a qualifying reason, outside of their initial enrollment period.

There are six health plans to choose from.

| Health Plans |
|---|
| Aetna Better Health of Louisiana |
| AmeriHealth Caritas Louisiana |
| Healthy Blue |
| Humana Healthy Horizons in Louisiana |
| Louisiana Healthcare Connections |
| United Healthcare Community Plan of Louisiana |

Plan research and comparison

Members are encouraged to visit myplan.healthy.la.gov when deciding whether to keep their current plan or change to another plan for 2024. All health plans offer the same basic benefits. Some also offer extra services, based on age and need, which are subject to change. Comparison charts with details on each health plan's extra services can be found [here](#). Members are also encouraged to confirm whether or not their providers are enrolled with their chosen health plan. This information can be found at myplan.healthy.la.gov.

If enrollees want to keep their current health plan, they do not need to do anything. The enrollee will stay with their health plan for another year, as long as they are still eligible for Medicaid.

The health plans will begin receiving information on their new enrollees on **November 29, 2023**. This process will be completed by **November 30, 2023**. Confirmation letters will begin being mailed to enrollees on or about **December 4, 2023**.

Communications with patients

As a provider, it is important to let your patients know which plans you are accepting. **There are limitations on what you can tell a member**. When you enroll with a health plan, your provider services representative should explain these limitations to you. In general, you can inform members which plans you accept, and the benefits services and specialty care offered.

However, you cannot:

- Recommend one health plan over another or incentivize a patient to select one health plan over the other; or
- Change a member's health plan for him/her, or request a disenrollment on a member's behalf. These prohibitions against patient steering apply to participation in all Medicaid programs.

Providers **can** allow patients to use computers, phones and other equipment at provider offices to assist them in selecting or changing their health plan.

AmeriHealth Caritas Louisiana continuity of care provisions remain applicable and AmeriHealth Caritas Louisiana will provide continuation of such services for up to 90 calendar days or until the

enrollee is reasonably transferred without interruption of care, whichever is less, including specialized behavioral health.

For full details, please review [IB 23-19](#).

Open Enrollment and Medicaid Renewals

Individuals who receive Medicaid typically go through an annual process to confirm whether they still qualify for the program. These eligibility reviews were paused during the Federal COVID-19 Public Health Emergency.

In **April 2023**, Medicaid restarted eligibility reviews, known as renewals, for all Medicaid members. This renewal process is still ongoing, but it is separate and distinct from Open Enrollment.

When a Medicaid member needs to take action to complete their renewal, Medicaid mails them a renewal packet. Members must follow the guidance in the letter and complete their renewals, or their coverage will end.

Some members may get letters for both Open Enrollment and renewal in the same time period. It is important they understand these are two separate requests, and they must take action on their renewal mail or they will lose their coverage. A member's Medicaid eligibility is not impacted by whether they do or do not respond to the Open Enrollment letter.

For more information on Medicaid renewals, visit www.healthy.la.gov. The site contains a renewal toolkit with renewal information you can share with your members.

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#). The Provider Services Department can be reached between 7:00 am – 7:00 pm daily.

Missed an Informational Bulletin?

You can find a complete listing of Informational Bulletins on the [Provider Newsletters and Updates](#) page of our website under the header [Louisiana Department of Health Information Bulletins](#).

Need to update your provider information? Send full details to: network@amerihealthcaritasla.com.