



Overview of Louisiana Medicaid Managed Care Bayou Health Plans (BHP)

With the transition of traditional Medicaid to the new managed Medicaid through Bayou Health Plans MDS/MSI has published several News Blasts with the 'most up to date' information available:

- [121411 LA Medicaid CCNs New Name – Bayou Health](#)
- [092311 LA Medicaid CCN Announced](#)
- [080111 Recommended Administrators for CCNs](#)
- [071911 Making Medicaid Better Initiative - Update](#)
- [071311 LA Medicaid Coordinated Care Networks](#)

Providers will continue to have questions as to what these plans entail, what providers need to do, how to tell which plan each patient has, where to send claims, how payments will be received, how to setup support files, etc. as this is a very new concept with many new players.

In an effort to share our findings and develop some 'semblance of a protocol', MDS/MSI has created a quick reference guide (attached) that displays each plan side-by-side and lists pertinent information you may need, i.e., correct claims address, visits allowed, where to obtain authorizations, provider relations contact information, etc. *Please note, MDS/MSI disclaims any responsibility for missing or incorrect information; as this is a work in progress and much of the information has changes as the plans convey information.*

We have also included our recommended Setup & Support information (as used in MDS service bureau) describing how to setup the Insurance Master and Financial Class Master for each plan. Practices should setup the needed insurance codes/financial classes as soon as possible. **(MDS clients do not need to setup as this has already been completed.)**

INSURANCE COMPANY MASTER Date: 01/20/12 Time: 15:27:48

Type Option, Press Enter
2=Change 3=Copy 4=Delete 5=Display 8=Notes Deleted/Inactive Records Omitted (F13)

Position To -->

Opt	Ins	Company Name	City - State	Typ	Aff	P	D
-	AMT	AMERGRP REAL SOL (MGD-MCD)	VIRGINIA BEACH VA	0	BHP		
-	CLA	COMM HLTH SOL-LA (MGD-MCD)	ST PETERSBURG FL	0	BHP		
-	LHC	LA HLTHCARE CONN (MGD-MCD)	FARMINGTON MO	0	BHP		
-	LAC	LACARE (MGD-MCD)	LONDON KY	0	BHP		
-	UWF	UNITED HLTHCARE (MGD-MCD)	SALT LAKE CITY UT	0	BHP		
-	BLU	BCBS OF LA	BATON ROUGE LA	B			
-	BX2	BCBS OF LA-DUAL COVERAGE	BATON ROUGE LA	B			
-	.B	BCBS OF LA-FILES HARDCOPY	BATON ROUGE LA	B			
-	BDM	BCBS OF MI	DETROIT MI	B			
-	BCS	BCBS OF MS-STATE EMP	JACKSON MS	B			
-	BCM	BCBS OF MS-2NDARY ONLY	JACKSON MS	B			
-	EHP	EXCELLUS HEALTH PLAN	ROCHESTER NY	B			

F3=Exit F6=Add F7=Sort F9=Criteria F10=Print

FINANCIAL CLASS MASTER Date: 01/20/12 Time: 15:38:51

Type Option, Press Enter
2=Chg 3=Copy 4=Delete 5=Dsp 8=Notes Deleted/Inactive Records Omitted (F13)

Position To -->

Opt	FC Description	S/A	Rpt	Del	O/S	TRN	Auto	PRSUM
		Grp	Grp	Msg	Pri	Sec	H/S	P/R
-	T1 AMERGRP REAL SOL (MGD-MCD)	TH	TH	3	N	N	N	2
-	T2 LA CARE (MGD-MCD)	TH	TH	3	N	N	N	2
-	T3 LA HLTHCARE CONN (MGD MCD)	TH	TH	3	N	N	N	2
-	T6 COM HLT SOLUTION (MGD MCD)	TH	TH	3	N	N	N	2
-	T7 UNITED HLTHCARE (MGD-MCD)	TH	TH	3	N	N	N	2
-	V CHAMPUS (TRICARE)	V	C	3	N	N	N	2
-	W BC-KEY (WALMART)	W	B	3	N	N	N	2
-	W# BC-KEY (WALMART) /CONTRACT	W	B	3	N	N	N	4
-	WB BC-KEY (WALMART) /BC	W	B	3	N	N	N	4
-	WI BC-KEY (WALMART) /INSURANCE	W	B	3	N	N	N	3
-	WM BC-KEY (WALMART) /MEDICARE	W	B	3	N	N	N	4
-	WT BC-KEY (WALMART) /MEDICAID	W	B	3	N	N	N	4

F3=Exit F6=Add F10=Print PgUp/PgDn

NOTE: New Carrier Affiliation: 'BHP' Bayou Health Plan

As you begin to see Medicaid patients with one of the plans affiliated with BHP, be sure to request their new insurance cards.

Setup the new BHP affiliated insurance in the patient's demographics, via the **Patient Insurance Inquiry** screen including an effective date same as the kick off date of your GSA, i.e., Northshore and New Orleans = GSA A, effective date 02/01/2012; and if prior to GSA effective date, update the Status Code to 'I'nactive, as these plans will not take effect until that date, in case the patient has services between now and effective date.

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Mode: DISPLAY          PATIENT INSURANCE MAINTENANCE          Date: 01/20/12
                                                                Time: 15:32:47

Patient:      1080 - ABADIE, CASEY

Status Code ----> I
Insurance Code --> WUF          Company Name ----> UNITED HLTHCARE(MGD-MCD)

Pri/Sec -----> P          Rel to Insured --> S (S,C,M,O)
Plan Type ----->          Insured (P,R,O) --> P HALL, ABADIE, CASEY

Group/Plan -----> 97490          Effective ----> 2/01/2012
Policy Number ----> 100001607      Expires ----->

Coverage Verification          Co-Pay Amounts
Contact----->                Primary Care -->
Phone -----> 866-675-1607 Ext-> After Hours ---->
MSP Type ----->            SPC ----->
Referral Req ----> N          X-Spcl ----->
Pri Care Phy ---->          L-Spcl ----->
                              DftCoI ----->

NO OUTSTANDING CLAIMS ON FILE          Last Changed 1/16/2012 by MISTYX
F3=Exit  F5=Rqst Elig  F6=Dsp Elig  F7=View/Scan  F24=More Keys
DE002-01
    
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After your GSA effective date (GSA A = 02/01/2012) as you see patients with one of the BHP affiliated plans, update the BHP affiliated insurance code and financial class to reflect the new plan and 'I'nactive the prior 'WF' code.

Open the **Patient insurance Maintenance** screen for the Medicaid (WF) insurance code and update the status code to 'I'nactive.

Open the **Patient insurance Maintenance** screen for the BHP affiliated insurance code and remove the status code of 'I'nactive.

Update the Financial Class (F/C) code to corresponded to the BHP affiliated plan via the **Add/Change Patient Information** screen, under Classification/Defaults, Financial Class.

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PATIENT INSURANCE INQUIRY          Date: 01/20/12
                                                                Time: 16:01:39

Patient:      1080 - ABADIE, CASEY

Type Option, Press Enter          Filing Instructions -> @ *DEFER TO FC
2=Change 3=Copy 4=Delete 5=Display

Opt  InsCd Rel P/S Group / Insured(P/R/O) Policy / Ins Company Name Del
-    WF   S  P  *NONE          1112223335558          I
      ABADIE, CASEY          P  MOLINA/LA MEDICAID
      Medigap          Effective:          Expires:

-    WUF   S  P  *NONE          100001607
      ABADIE, CASEY          P  UNITED HLTHCARE(MGD-MCD)
      Effective: 2/01/2012          Expires:

F3=Exit  F6=Create  F10=Ins Comp Info  F11=Unlock
    
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NOTE: Most of the BHP's indicated the patients would maintain their Medicaid 13 digit HIC # as their policy #; however, United Shared plan appears to be an exception.

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ADD/CHANGE PATIENT INFORMATION          Date: 01/20/12
                                                                Time: 16:00:30

Account # ----> 1080          ABADIE, CASEY
Guar Acct # --> 10088          ABADIE, SHARON

Classification/Defaults
Financial Class -> J7          UNITED HLTHCARE          Physician ----> EFH          HOUSE
Office Location -> 01          MAIN OFFICE          Office Status ->
Ref Type/Code --> D          ABBOTT, M          (F4)          Deceased Flag ->          (D,blank)
Pri Accept Asgn -> Y          (Y/N)          Sec Acpt Asgn -> Y          (Y/N)
Hold Statement --> N          Suspend Stmt --> N          (Y/N)
Use Alt Stm Msg ->          (1-9)          Hold Message --> N          (Y/N)
Rtn Stm to Prac -> N          (Y/N)

Other Information
Followup Date ---->
Exp Dte Confine ->
Injury Date ---->
Pmt Plan Code -->

Master Comment

F3=Exit  F5=Re-Start  F10=Display Pat Balances  F12=Prior Screen
DE001-02
    
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REMINDER: Please update
 Pref Language -> U UNKNOWN
 Race -----> U (W/B/A/N/P/O/U)
 Ethnicity ----> U (H/N/U)

Refer to recommended Setup & Support information (as used for MDS) describing how to setup the Insurance Master and Financial Class Master for each plan

Patient Handout – copied from **BAYOU HEALTH Newsletter 1.20.2012**

BAYOU HEALTH Hotline Extends Hours, Adds Saturday Call Times to Accommodate Recipients Faster

Last week, the BAYOU HEALTH enrollment hotline, **1-855-BAYOU-4U (1-855-229-6848)**, experienced the highest call volumes to date as recipients called to speak with enrollment specialists about selecting a Health Plan for their families. To respond to the increased demand, DHH and MAXIMUS, the company the State has contracted with to handle the enrollment process for recipients, are working together to extend hotline hours, add Saturday call hours, train additional specialists and further streamline the choice process.

Beginning this week, MAXIMUS extended the hotline hours, making enrollment specialists available from 7 a.m. until 9 p.m. on weekdays to assist recipients. MAXIMUS also added Saturday call times, so recipients can call 1-855-BAYOU-4U from 9 a.m. until 1 p.m. on Saturdays to reach an enrollment agent.

All eligible Medicaid and LaCHIP recipients will be transitioned to BAYOU HEALTH by June 1. Besides calling 1-855-BAYOU-4U to speak with an enrollment agent, recipients have four other options to select their Health Plan:

1. Use the Interactive Voice Response (IVR) system through 1-855-BAYOU-4U and follow the automated cues to enroll in a Health Plan at any time of the day or night
2. Go online to BAYOUHEALTH.com to enroll
3. Attend a "Choose Health" event. Medicaid staff and outreach organizations have scheduled numerous interactive events to give participants a chance to speak with staff in person and learn about their available options and what they need to consider when selecting a Health Plan for their families. See the [outreach events calendar](#) to find an activity close to you.
4. Complete the BAYOU HEALTH enrollment forms that were mailed in the packets from the BAYOU HEALTH Enrollment Center. Postage-paid envelopes are provided in the packets so recipients can mail back their Health Plan selections.

Interactive Provider Search Tool Now Available on BAYOUHEALTH.COM

Medicaid staff have created an electronic provider search tool that will allow recipients to see which BAYOU HEALTH Plans their providers have enrolled in so they can use this information to pick a Plan for their families. MAXIMUS has made the Provider Search Tool available on the enrollment website, www.bayouhealth.com, so recipients can search directly to see which Health Plans their providers will participate in. With the [Interactive Search Tool](#), recipients can search for a specific provider, or can search by clinic name or group practice name. When searching, enter 11 or fewer characters in the field to search by last name.

The Medicaid recipients who are part of BAYOU HEALTH and **required** to select a Health Plan are most:

- Medicaid or LaCHIP recipients under age 19
- Parents of Medicaid or LaCHIP recipients under age 19
- Pregnant women (not receiving Louisiana Health Insurance Premium Payment/LaHIPP coverage)
- People receiving Medicaid because of age, disability or blindness

If you are:

- Native American
- A child under age 19 who:
 - Receives SSI
 - Is in foster care
 - Is in juvenile justice custody

You have a choice between enrolling in BAYOU HEALTH or remaining in the current fee-for-service system. If you choose BAYOU HEALTH, you will need to select a Health Plan under which to receive care. Call 1-855-BAYOU-4U or visit www.bayouhealth.com for assistance if you wish to be part of BAYOU HEALTH and want assistance selecting your Health Plan.

You **are not** included in BAYOU HEALTH and will continue receiving health care services under the current Medicaid program, just as you do today, if you are:

- A resident of a long-term care or developmental disability facility
- A Medicare dual eligible
- A Louisiana Health Insurance Premium Payment (LaHIPP) recipient
- A child under age 19 enrolled in the LaCHIP Affordable Plan
- A recipient of Medicaid only for family planning services
- A recipient of Medicaid only for primary care services through the GNOCHC waiver
- A recipient of a Louisiana Medicaid waiver (New Opportunities or NOW, Children's Choice, Supports, Adult Day Care, Community -- formerly called Elderly and Disabled Adult or EDA)

Auto-Enrollment Begins for Recipients in GSA A

This week, MAXIMUS staff began enrolling eligible Medicaid recipients in the New Orleans and Northshore areas who have not yet selected a Health Plan. These areas comprise GSA A, which will be the first area of the state to transition to BAYOU HEALTH on Feb. 1. All eligible Medicaid recipients will be enrolled in a BAYOU HEALTH Plan before the Feb. 1 go-live date to begin receiving care in this model. Auto assignments will take into account the recipient's traditional provider.

If recipients are automatically enrolled in a Health Plan, they will receive a letter notifying them of the Plan to which they are assigned, including information about the services and benefits available through that Plan. Recipients have 90 days from the date of their Confirmation Letter to contact the BAYOU HEALTH staff and select another Health Plan. After 90 days, they will not be able to change plans unless they have a good reason for doing so.

Auto-enrollment does not end recipients' ability to choose their own Health Plans. If recipients do not feel the Health Plan they are auto-enrolled in is a good fit for their family, they can call 1-855-BAYOU-4U and have an enrollment agent assist them in finding the plan that is a good fit.