



## **Louisiana Department of Health and Hospitals Health Plan Advisory 15-7 February 25, 2015**

### **Medicaid Recipient Insurance Updates**

Effective January 1, 2015, the Managed Care Organizations (MCOs) are responsible for verifying and entering Medicaid recipient insurance updates for their members. This includes both adding and removing insurance from the member's file. If it is an emergency request, MCOs have four business hours to process the update. MCOs will determine if requests are considered emergencies. An example of an emergency request would be a pharmacy waiting on an insurance update in order to fill a prescription. For standard requests, MCOs have five business days to process the request.

DHH has created a standardized form for providers to use which includes the name and fax number of each MCO. This form includes a drop-down box in the "TO:" field listing all five MCOs' names, fax and phone numbers, as well as the Department of Health and Hospitals' fax and phone number. This form should be made available to your providers via your provider website. MCOs should also accept insurance updates from providers via phone.