



## Louisiana Medicaid Services

Louisiana's Medicaid program covers many of the same things that private health insurance programs traditionally cover. Medicaid can also cover services to help "fill in the gaps" in Medicare and meet certain long-term care needs.

There are a number of things Louisiana Medicaid will cover in some or all cases. Some services are only offered to Medicaid recipients because of their age, family situation, transfer of resource requirements or other living arrangements. Also, some services are limited. Visit [ldh.la.gov](http://ldh.la.gov) find out:

- How to get the service
- Who can have the service
- What is included in the service
- Any other important information about the service
- Where to call if you have questions about the service

Before you receive a service, you should ask your doctor or provider about limits to receiving the service or if the service needs to be "prior authorized." which means Medicaid has to agree to pay for the service before it can be offered to a patient.

Just because a service is not on the list does not mean that Medicaid will not cover it. Call the contact listed for the service group in question if a service is not listed.

### **Your Right to Appeal Decisions**

You may appeal a Medicaid decision if all the services you requested were denied, if part of the services you requested were denied, if you were offered different services than you requested or if the service provider did not submit for full amount of services you requested. The provider that sent in your request for services can also request a reconsideration, with additional information. This must be done within 30 days of the denial. You will get a new decision, and if services are denied again, you can appeal then.

You can appeal by filling out an online form at: [www.adminlaw.state.la.us/HH.htm](http://www.adminlaw.state.la.us/HH.htm); by writing to the Division of Administrative Law, Health and Hospitals Section; or by calling 225- 342-5800.

### **Getting Legal Help**

If you feel you cannot afford an attorney, free legal assistance may be available by contacting: Acadiana Legal Service Corporation at (337) 237-4320 or by visiting [www.la-law.org](http://www.la-law.org) for more information or to find out if you qualify.

