



ADVOCACY CENTER

SERVING PEOPLE WITH DISABILITIES AND SENIOR CITIZENS

MY MEDICAID IS CHANGING, WHAT DO I DO NOW?

For many people who get Medicaid, their Medicaid will now be through the Bayou Health Program. If your Medicaid is changing to the Bayou Health Program, you need to pick a private plan to take over your Medicaid.

BAYOU HEALTH BASICS

Pick a Plan

- You can pick your plan by:
 - call (855) BAYOU4U or 855-229-6848, OR
 - enrolling online at www.BAYOUhealth.com , OR
 - filling out and sending in the form you get as part of your enrollment package.
- Take Your Time: You cannot be forced to make a decision during the call.
- Before you call, make a list of your doctors and specialists and keep it with you during the call.
- You should sign up as soon as you can since some plans and doctors may fill up and not be able to take more members.
- If you do not pick a plan, one will be chosen for you.
- You have the right to change plans for at least 90 days after you sign up.
- Keep your Medicaid card. Some services like pharmacy, dental, and hospice are not changing. You will need your current Medicaid card to use these services.

What should I know before picking a plan?

- There are two types of plans, shared savings (CCN-S) and prepaid (CCN-P). There are two shared savings plans (*Community Healthcare Solutions, United Healthcare*) and three prepaid (*Amerigroup Real Solutions, LA Care, Louisiana Healthcare Connections*), so you will have five options.
- It is important to think about all the services and options under each plan. Benefits like gift cards sound good, but these are not the only considerations when choosing.
- If a specialist takes care of most of your medical care, you may want to see if he or she will take over as your "primary care physician".

PLAN TYPE	COVERAGE	PRIMARY CARE DOCTORS	SPECIALISTS	THINGS TO THINK ABOUT
Pre-Paid (CCN-P) Amerigroup Real Solutions LA Care Louisiana Healthcare Connections	<p>Generally, you can only go to primary doctors, specialists, hospitals, and other medical providers who are part of your plan.</p>	<p>To keep your primary doctor, that doctor has to be on your plan.</p>	<p>These plans are required to help you get services from any type of provider you need, but the provider needs to be on your plan or approved by your plan.</p>	<p>If you are having trouble finding specialists now, one of these plans might be better for you.</p>
Shared Savings (CCN-S) Community Healthcare Solutions United Healthcare	<p>Generally, you can only go to a primary doctor in your plan. You can use any willing specialists, hospitals, and other medical providers that take Medicaid (they do not need to be part of the plan).</p>	<p>To keep your primary doctor, that doctor has to be on your plan.</p>	<p>You can keep going to any specialists as long as they take Medicaid, you have doctor visits available, and your primary doctor refers you. The specialist does not need to be part of the plan, but must take Medicaid.</p>	<p>If you are happy with the services you receive under Medicaid now, one of these plans might be better for you.</p>

What else should I do?

- Make sure Medicaid has your current contact information. Call 888-342-6207 to update your address.
- Make sure you have updated prescriptions from your doctors before your new plan starts. In case you have problems switching to your new plan, you will want to make sure you have all of your prescriptions ahead of time.

If you do not know if your Medicaid is changing, look at our flyer “BAYOU HEALTH Eligibility” to find out.

Contact the Advocacy Center to report problems signing up for a plan or getting services.
 1-800-960-7705 (Toll free* Voice or Via 711 Relay) 1-855-861-3577 (TTY)
advocacycenter@advocacyla.org www.advocacyla.org