

Important Contact Information

All telephone numbers are toll-free.

Bayou Health

1-855-Bayou 4U

1-855-229-6848

www.bayouhealth.com

Louisiana Medicaid Customer Service

1-888-342-6207

www.Medicaid.LA.gov

To Find a Provider

1-888-342-6207

www.Medicaid.LA.gov

If you are enrolled in a Bayou Health plan, call your health plan.

To Report Provider Fraud

1-800-488-2917

To Report Recipient Fraud

1-888-342-6207

TTY Text Telephone for the Hearing Impaired

1-800-220-5404

NON-DISCRIMINATION

Federal law prohibits discrimination on the basis of race, color, national origin, sex, age, religion, sexual orientation, gender identity, or disability. If you feel that you have been a victim of discrimination, you may do one or more of the following:

- Call the U.S. DHHS Regional Office for Civil Rights at 1-800-368-1019;
- Call the Louisiana Department of Health and Hospitals at 1-888-342-6207; or
- Write to the Louisiana Department of Health and Hospitals at P.O. Box 4818, Baton Rouge, LA 70821-4818.

This public document was printed at a total cost of \$11,400.00. Three hundred thousand (300,000) copies were produced. The total cost of all printing of this document including reprints is \$11,400.00. This document was published by the Department of Health and Hospitals, Bureau of Health Services Financing, 628 North 4th Street, Baton Rouge, LA 70802. This material was printed according to standards for printing by State agencies established pursuant to R.S. 43.31.

Rev. 10/2014
45978MMS1014



Important Information About Your Medicaid Card



www.Medicaid.LA.gov
1-888-342-6207

ABOUT YOUR CARD

Your Medicaid card is enclosed. Each member of your family who is enrolled will get a card.

DO NOT let anyone else use your card. If someone else uses your card, that person has committed fraud and could be punished with fines and prison. If you let someone else use your card, you have also committed fraud.

You may be enrolled in a Bayou Health Plan. If you are, you will also get a card from your health plan. You should show both cards each time you go to the doctor or pharmacy.



WHEN TO USE YOUR CARD

Present your card each time you go to get medical services and ask these questions:

- Do you take my insurance plan?
- Is this service covered under my plan?
- Will there be any cost to me?

If you received medical services while you were enrolled but you didn't have your card, you should call the provider to make sure they know you have health coverage.

HOW TO REPLACE YOUR CARD

If you need a new card, call 1-888-342-6207 or visit www.Medicaid.LA.gov and click on the link to apply for coverage.

TTY users call 1-800-220-5404.

It may take up to two weeks to receive a new card. Until you receive your new card you should call any providers before your appointments to make sure they can verify your coverage.

SAMPLE CARD



visit us online at
www.Medicaid.LA.gov
or call toll-free 1-888-342-6207

