



A Member's Guide to Coverage, Services, and Supports

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Table of Contents

Introduction.....	1
What is the Medicaid Purchase Plan?	1
What is the MPP Member Guide?.....	1
How do I use this guide?	2
Abbreviations and Acronyms	3
What do the abbreviations in the guide mean?	3
Eligibility	6
Why do I get the Medicaid Purchase Plan?	6
Can Medicaid Purchase Plan cover any medical bills that I incurred before I applied?	7
Your Medicaid Rights	8
What are my rights?.....	8
You have the right to ask for a Fair Hearing.	8
You have the right to equal treatment.....	8
Your Responsibilities to Medicaid	10
What are my responsibilities?.....	10
Covered Services.....	11
What if I have both Medicare and Medicaid Purchase Plan coverage?	12
Premiums.....	13
Do I have to pay a premium for Medicaid Purchase Plan?	13
How will I know how much I owe?	13
How can I pay my premium?.....	14
Where do I send my payments?.....	14
When are my premium payments due?.....	14
What happens if my payment is not received?	15
Can my employer or someone else pay my premium for me?	15
What happens if there is a change in my situation that affects the amount of my premium?.....	16

Can I get a refund if I paid too much?	16
What should I do if I don't want to pay for Medicaid Purchase Plan?	16
Other Health Insurance.....	17
Can I have other health insurance?.....	17
How does Medicaid work with my other insurance?	17
Can I get help with my other insurance premiums?	17
Medicaid Purchase Plan Advisory Council.....	19
What is the Medicaid Purchase Plan Advisory Council?	19
Medicaid Purchase Plan Coordinators	20
Helpful Contacts	21
Medicaid Offices	21
Statewide Contacts	21
Resources	24
Knowing Your Rights	24
Equal Access and Opportunity	24
Job Applications.....	25
Interviewing.....	25
Receiving a Job Offer	25
Affirmative Action.....	25
Further Assistance About Your Rights	26
Looking for a Job.....	28
Where can you look for a job?	28
Job Interviews.....	29
Job Search Sites	30
Social Security Work Incentives	31
Supports to Work.....	32
Ticket to Work	38
What is the Ticket Program?	38
What you REALLY need to know about the Ticket.....	38

Health Care	39
Getting Help.....	39
Further Assistance	40
Quick Reference Phone Numbers	41

Introduction

What is the Medicaid Purchase Plan?

Louisiana’s Medicaid Purchase Plan is health coverage that is available only to people with disabilities who work. You “purchase” Medicaid by paying a monthly premium for full Medicaid coverage. The premium is based on your countable income – not your age or health condition.

This program is not a family health plan. It only provides health care coverage to you. For this reason, the income and assets of your family members, including your spouse or parents, are not counted.

This program is part of the Ticket to Work and Work Incentives Improvement Act of 1999 which provides training, health care and other supports that help people with disabilities who work to achieve independence. The Medicaid Purchase Plan allows you to:

- Earn more
- Save more
- Keep health care coverage

More information about the Ticket to Work program can be found in the [Resources](#) section of this guide.

What is the MPP Member Guide?

This guide is a reference book that was developed to help you understand MPP, its benefits and services. It also includes information on other disability supports and services to provide you with tools to make employment “work” for you.

You can always get the most up to date copy of this guide at www.DHH.Louisiana.gov. If you need this book in another language or another format like Braille or large print, call us at 1-877-252-2447.

How do I use this guide?

It may be helpful for you to read the guide from start to finish; and then read sections separately as you need specific information.

Abbreviations and Acronyms

What do the abbreviations in the guide mean?

The following list of abbreviations may help you understand this guide and other information you get from Medicaid, Medicare, Social Security or any other agency that provides services and supports to you and other people with disabilities.

BHSF – Bureau of Health Services Financing

CMS – Centers for Medicare and Medicaid Services

COBRA – Consolidated Omnibus Budget Reconciliation Act of 1985

COLA – Cost of Living Adjustment

CWIC – Community Work Incentives Coordinator

DHH – Louisiana Department of Health and Hospitals

EITC – Earned Income Tax Credit

EIE – Earned Income Exemption

EPSDT – Early and Periodic Screening, Diagnosis, and Treatment

FBR – Federal Benefit Rate

FICA – Federal Insurance Contribution Act

FPL – Federal Poverty Level

HIPAA – Health Insurance Portability and Accountability Act

IRA – Individual Retirement Account

IRS – Internal Revenue Service

LaHIPP – Louisiana Health Insurance Premium Payment Program

LDOL – Louisiana Department of Labor

LIS – Low Income Subsidy

LRS – Louisiana Rehabilitation Services

LT/PCS – Long Term Personal Care Services

MEDT – Medical Eligibility Determination Team

MPP – Medicaid Purchase Plan

MSP – Medicare Savings Programs

MVA – Medical Vendor Administration

NEMT – Non-Emergency Medical Transportation

PAS – Personal Assistance Services

PAU – Prior Authorization Unit

PCA – Personal Care Attendant

PCP – Primary Care Physician

PDP – Prescription Drug Plan or Medicare Part D Plan

PHI – Patient Health Information

QMB – Qualified Medicare Beneficiary

RSDI – Retirement, Survivors and Disability Insurance (Social Security)

SGA – Substantial Gainful Activity

SLMB – Specified Low-Income Medicare Beneficiary

SSA – Social Security Administration

SSDI – Social Security Disability Insurance

SSI – Supplemental Security Income

SSN – Social Security Number

TPL – Third Party Liability

UCB – Unemployment Compensation Benefits

VA – Veterans Administration

WIPA – Work Incentives Planning Assistance

Eligibility

Why do I get the Medicaid Purchase Plan?

1) You have a qualifying disability.

This means:

- you get Social Security Disability Income **or**
- you recently lost Supplemental Security Income (SSI) **or**
- you have Medicare **or**
- Medicaid Eligibility Determination Team doctors have decided that your condition meets the Social Security definition of disability

2) You are at least age 16 but have not yet reached age 65.

3) You are currently employed or self-employed, either part-time or full-time.

You must meet Medicaid's definition of employment. Employment is defined as a reasonable work effort for which a person receives financial compensation and pays all applicable federal, state, and payroll taxes. More information about taxes can be found in the Resources section of this guide.

4) Your current countable monthly income is less than \$2269 through March 2012. To figure your countable income, we consider:

- Less than half of the money you earn (work for); and
- All but \$20 of any other money you get, such as Social Security or Veterans benefits.

If you have no unearned income, like Social Security, you can earn up to \$4538 monthly through March 2012.

The income of your family members, including your spouse or parents, is not counted.

Income limits usually go up each year in April. You can always get the current income limit at www.dhh.la.gov.

5) Your countable assets are worth less than \$25,000.

Assets are resources that you own. Countable assets are resources like:

- Cash, bank accounts, stocks, or bonds
- Vehicles, including cars, trucks, or boats
- Property that you either have full ownership of or a share in
- Anything else of value that you own

Assets that we **do not count** when considering your MPP eligibility include:

- Your home
- One vehicle
- Life insurance policies
- Medical savings accounts
- Retirement accounts
- Your spouse's share of any community property
- Any resources owned by your family members, including your spouse.

Can Medicaid Purchase Plan cover any medical bills that I incurred before I applied?

MPP can cover your medical bills from as far back as 3 months before you applied. Be sure to let Medicaid know if you have medical bills for this time.

If you do not have to pay a premium for MPP, your coverage is starting as soon as possible based on what you told us.

If you have to pay a premium for MPP, your coverage is starting the month after you are approved. If you want coverage for the month you are approved and for as far back as 3 months before you applied, you must pay for all months before you can get this extra coverage.

To find out if you owe premiums for your MPP coverage, visit the [Premiums](#) section of this guide.

Your Medicaid Rights

What are my rights?

You have the right to ask for a Fair Hearing.

You can request a Fair Hearing (also called an Appeal) if you think any decision we make is unfair, incorrect, or is made too late. You may also appeal a Medicaid decision if any services you ask for are denied, if you are offered different services than you request or if the service provider does not ask for approval from Medicaid for the full amount of services you request.

The deadline to request a Fair Hearing is 30 days from the date of the notice that explains the action being taken on your case.

Fair Hearings are usually done by telephone at the local Medicaid office. If you ask, you may be able to get a hearing in person with the Appeals judge.

For more information about your hearing rights or to ask for a hearing, call Medicaid at 1-877-252-2447. You may also write to or call the Division of Administrative Law at:

Division of Administrative Law
PO Box 4189
Baton Rouge, LA 70821-4189
Phone: 225-342-0443
Fax: 225-342-9823

You have the right to equal treatment

Louisiana's Medicaid Program is an equal opportunity program. You cannot be treated differently because of your race, color, sex, age, disability, religion, nationality or political belief.

If you think we have treated you differently:

- call the U.S. DHHS Regional Office for Civil Rights in Dallas, Texas at 1-800-368-1019 **or**
- write to or call Medicaid at 1-877-252-2447 **or**
- write directly to:

Department of Health & Hospitals
PO Box 4818
Baton Rouge, LA 70821-4818

See the [Resources](#) section for helpful information on knowing your rights.

Your Responsibilities to Medicaid

What are my responsibilities?

You have a responsibility to report changes and must let us know within **10** days if you:

- quit or lose your job
- work more or less hours
- have changes in pay
- have changes in any other money you get, such as if you start getting or lose Social Security benefits
- have changes in other health coverage, such as getting or losing Medicare or private health insurance
- have changes in the amount you pay for other health insurance
- change your address, phone number, or email address
- have an increase in your assets that makes the value more than \$25,000

Changes in your income and other health insurance costs that you pay affect the amount of your MPP premium. If you do not report these changes to Medicaid within 10 days, you may:

- lose your right to any refund or
- have to pay premiums for coverage you already received

If you lose your job, you may be able to keep your MPP coverage for up to 6 months as long as you plan on going back to work. If you are not working after 6 months, your MPP coverage will stop.

See the [Resources](#) section for helpful information about looking for a job.

Covered Services

BAYOU HEALTH is the new way for people who get Louisiana Medicaid to access health care services they need. You will now be able to enroll in one of five different Health Plans. You get to choose the Health Plan that best meets your needs.

Because you are enrolled in the Medicaid Purchase Plan, you **must** enroll in one of the five BAYOU HEALTH Plans **unless**:

- You also have Medicare , **or**
- Medicaid pays part of your employer sponsored health insurance premiums through the LaHIPP Program

People with Medicare or LaHIPP cannot enroll a BAYOU HEALTH Plan.

If you are a Native American and a member of a federally-recognized tribe, you can enroll in a Health Plan or choose to stay in regular Medicaid.

What are the benefits of BAYOU HEALTH?

When you enroll in BAYOU HEALTH, your Health Plan will help you find a doctor who will be your primary care provider. Your provider will get to know you and your health care needs. There are lots of other benefits when you enroll in a Health Plan:

- If you have special health care needs, like diabetes or asthma, your primary care provider may send you to a specialist who can better care for your conditions.
- You will be able to call a help-line anytime, day or night, to get health care advice.
- You will have timely access for doctor's appointments.

Check with the Health Plan for all the benefits you can access.

What should I do now?

BAYOU HEALTH will send you a letter with more information about how to enroll. If you want more information now, call toll-free 1-855-229-6848. TTY text telephone users call 1-855-526-3346.

What if I have both Medicare and Medicaid Purchase Plan coverage?

If you have Medicare, you cannot be enrolled in BAYOU HEALTH. Instead, you will receive benefits through Medicaid providers. Medicare will be the primary payer of benefits.

Call 1-800-259-8000 to get a list of providers and covered services.

You can also get information about Louisiana Medicaid Services at:
<http://new.dhh.louisiana.gov/index.cfm/page/319>.

What if I don't live in an area that offers BAYOU HEALTH yet?

BAYOU HEALTH will be available across the state by June 1, 2012. If you live in an area that does not offer BAYOU HEALTH yet, then you will receive benefits through Medicaid providers.

Call 1-800-259-8000 to get a list of providers and covered services.

You can also get information about Louisiana Medicaid Services at:
<http://new.dhh.louisiana.gov/index.cfm/page/319>.

Premiums

Do I have to pay a premium for Medicaid Purchase Plan?

You have to pay a premium for **any** month through March 2012 that your **countable** income is more than \$1362.

Your Medicaid worker figures how much of your income is counted and how much your premium for Medicaid Purchase Plan will be based on this chart.

Premium Chart April 2011

Countable Monthly Income	Premium
less than \$1362	\$0
\$1362 to \$1815	\$80
\$1816 to \$2269	\$110

To figure how much you have to pay for MPP, we deduct:

- more than half of the money you earn (work for) **and**
- \$20 from any other money you get, such as Social Security or Veterans benefits **plus**
- any Medicare or other health insurance premiums that **you** pay

How will I know how much I owe?

When you were approved for MPP, you got a letter that notified you of the amount of your premium. Any time there is a change in the amount of your premium, you get a notice of the new amount.

You also get a bill for every month that you owe a premium. The bill is mailed to you on the second to last work day of every month.

How can I pay my premium?

Office of Group Benefits (OGB) collects the MPP premiums for our agency. You will receive an invoice for your premium each month. For continuing coverage, premium payments are due in the month prior to the month of coverage. The payment must be received by the 10th of the month in which the payment is due.

Your first payment must be made by **check or money order and made payable to Office of Group Benefits**. We enclosed a bank draft form with your Approval Notice if you would like to have future premiums deducted from your bank account through automatic bank draft. A bank draft will save you time and guarantee that your payment is never late or lost in the mail. To enroll in bank draft, simply complete the enclosed bank draft authorization and send it with your payment to OGB. If you choose the bank draft option, your account will be drafted on the 20th of each month. If you do not enroll in the bank draft option, your premium must be paid by the 10th of each month, or the Medicaid office will send you a closure letter.

Where do I send my payments?

Office of Group Benefits
P.O. Box 66127
Baton Rouge, LA 70804

Do not take or mail the payment to the Medicaid office as this will delay crediting of your payment.

When are my premium payments due?

MPP premiums are due on the 10th of the month prior to the month of coverage that you are requesting. For example, if you want MPP coverage for March then your premium payment must be received on or before February 10th.

- **Initial Premium** - When you first get MPP, two premiums are due by the 10th of the month after you are approved. This payment covers your first and second months of MPP.

- **Prior Coverage Premium** - If you asked for coverage for the month you are approved and for any months before then, you must pay for **all** months before you can get this coverage. This payment is due 30 days from the date of the bill. **Prior Coverage payments are handled differently than regular MPP premium payments. You will receive a separate invoice that will instruct you on how to pay for prior months of coverage.**
- **On-going Premiums** - Regular premium payments are due by the 10th of the month **before** the coverage month. (For example, payment is due by June 10 for July coverage.)
- **Change Premium** - At least two premiums are due by the 10th of the month after any change that results in an **increase** in your premium. The number of months due will depend on whether or not you reported the change to us timely.

What happens if my payment is not received?

If we do not get your payment by the due date on your bill, you will get a notice telling you that your Medicaid coverage will stop at the end of the month. If your payment is received before the end of the month, your Medicaid coverage will not end.

If you sent your payment before the deadline, provide a copy of the money order or payment receipt to your local Medicaid office. You also need to ask the company or bank to put a tracer on the payment. Your Medicaid coverage will not stop while the payment is being traced.

Can my employer or someone else pay my premium for me?

Yes. Anyone, including your employer, can pay your premium for you but the bill will be sent to you each month. If someone else pays for you, make sure that the payment is made and that it is paid on time.

What happens if there is a change in my situation that affects the amount of my premium?

Changes in your income and other health insurance costs paid by you affect the amount of your MPP premium. You **must** report these changes to Medicaid within 10 days.

Can I get a refund if I paid too much?

We will make refunds to you only if:

- you paid for a month for which you were not covered
- your income decreased or your expenses increased **and** you reported the change to us within 10 days
- we made a mistake in the calculation of your premium amount

What should I do if I don't want to pay for Medicaid Purchase Plan?

At any time you decide you don't want to buy MPP, contact Medicaid at **1-877-252-2447** immediately and ask that your Medicaid be stopped. If your MPP coverage has ended for non-payment of premiums, you must pay any outstanding balance before you can get Medicaid Purchase Plan again.

Other Health Insurance

Can I have other health insurance?

Yes, you can have other health insurance, including Medicare, in addition to MPP. In fact, you **must** take other health insurance coverage that you can get at no cost to you, such as Medicare Part A and some health insurance provided by employers, to get or keep Medicaid Purchase Plan. This helps Medicaid save on the amount we pay for your health care costs.

No insurance, including MPP, covers every medical expense. If you have high health care costs, it may be in your best interest to have more coverage, even if you have to pay for it.

How does Medicaid work with my other insurance?

Medicaid requires that you use any other insurance you have to pay for your medical care before Medicaid pays. Medicaid will pay only when the provider accepts both Medicaid and your other insurance from you.

Can I get help with my other insurance premiums?

Louisiana's Medicaid Program may be able to help with the cost of your premiums for Medicare and other group health insurance:

Medicare Savings Programs can pay your Medicare Part B premium which usually costs \$99.90 a month in 2012.

If you are single:

- your **countable** monthly income must be less than \$1083, **and**
- your assets must be less than \$6610

If you are married:

- **countable** income for you and your spouse must be less than \$1457, **and**
- your assets must be less than \$9910

These limits usually go up each year in April. You can always get the current amounts [here](#) .

If you have Medicare coverage, your prescription drugs will be covered through a **Medicare Prescription Drug Plan**. In 2010, Medicaid will pay up to \$32.31 monthly for your Medicare Prescription Drug (Part D) insurance. If you picked a plan that is higher than this cost, you must pay the amount over \$32.31. The amount that Medicaid will pay for Medicare Part D insurance changes every year in January

Louisiana's Health Insurance Premium Payment Program (LaHIPP) may be able to help with the cost of premiums for your individual or family health insurance from your job if it is "cost effective." Cost effective just means that it would cost less for Medicaid to pay all or part of your health insurance premium than it would be for us to pay for all of your medical expenses. If you want more information about this benefit, contact Medicaid at 1-888-695-2447 or visit the LaHIPP [website here](#) .

Medicaid Purchase Plan Advisory Council

What is the Medicaid Purchase Plan Advisory Council?

Louisiana's Medicaid Purchase Plan Advisory Council was first established by Senate Concurrent Resolution 79 in 2001 and then reauthorized by Senate Concurrent Resolution No. 47 in 2002. The group was created to help the Department of Health and Hospitals (DHH) by:

- providing advice on the medical and other service and support needs of people with disabilities who work
- developing, reviewing and evaluating the Medicaid Purchase Plan
- assisting with outreach and education efforts for MPP **and**
- supporting Medicaid Infrastructure Grant employment initiatives throughout the state

People with disabilities, advocates and other stakeholders from more than 25 statewide organizations and agencies serve on the council. Members include people who have Medicaid Purchase Plan coverage.

The council is supported by DHH with money it receives through the federal Medicaid Infrastructure Grant (MIG) program. MIG is a Ticket to Work initiative of the Centers for Medicare and Medicaid Services to help states develop infrastructure to support people with disabilities who work.

As part of its duties, the MPP Advisory Council recommended the creation of this guide and helped to write it.

Membership in the council is open to anyone with an interest in improving work opportunities for people with disabilities in Louisiana. For more information about the council and its work, visit www.LaMPP.org.

If you are interested in becoming a member, please contact the MIG Project Director by phone at (337) 857-6115 or by email at Stacy.McQuillin@LA.GOV.

Medicaid Purchase Plan Coordinators

If you have questions, problems, or other concerns with MPP, please contact us by email at Emily.Broussard@LA.GOV or Edward.Fowler@LA.GOV. You may also contact directly any of our MPP Coordinators listed here.

Lake Charles Region

Celena Chavis
Celena.Chavis@LA.GOV
337-491-2437

Alexandria Region

Diana DeWeese
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318-487-5281

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318-251-5047

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337-828-2611

Hammond Region

Theresa Faulk
Theresa.Faulk@LA.GOV
337-828-2611

Lafayette Region

Carol Stephens
Carol.Stephens@LA.GOV
337-262-1957

Helpful Contacts

Medicaid Offices

[Click here to find the contact information for your local Medicaid office.](#)

Statewide Contacts

Advocacy Center of Louisiana	800-960-7705
Attention Deficit Disorder	800-233-4050
Autism Society	800-955-3760
Blind Services	800-737-2958
Catholic Deaf Center	888-834-7955
Census Bureau	800-835-9752
Center for the Blind	800-234-4166
Child Protection	800-422-4453
Child Support Enforcement	800-256-4650
Childhood Lead Poison Prevention	800-242-3112
Children's Choice Waiver	800-660-0488
Children's Welfare Program	800-259-3428
Commission for the Deaf	800-256-1523
Commission on Human Rights	888-248-0859
Community Living Ombudsman	800-960-7705
Consumer Protection	800-351-9638
Department of Health & Hospitals	800-660-0488
Developmental Disabilities Council	800-450-8108
Disabilities Determinations	800-578-3029
Disabilities Information Access Line	800-922-3425
Donated Dental Services	800-946-6016
Donor Registry	800-521-4483
Down Syndrome Awareness Group	225-921-5651
Early STEPS (Single Point of Entry)	866-327-5978
Easter Seals	800-695-7325
Elderly and Disabled Adult Waiver	800-660-0488
Elderly Protective Services	800-259-4990
Employment Services	877-872-5627

Epilepsy Foundation of Louisiana	800-960-0587
Fair Housing Hotline	800-273-5718
Families Helping Families of Louisiana	504-430-3604
Family Assistance Program	888-524-3578
Federation of Families	800-224-4010
Food Stamps and Earned Income Tax Credit	888-524-3578
Governor's Office Disability Affairs	225-219-7500
Governor's Office Elderly Affairs	225-342-7100
Head Start Program	225-342-1292
Individual Development Account	225-771-5454
La. Children's Health Insurance Program (LaCHIP)	877-252-2447
La Spina Bifida Association	504-737-5181
La. Work Incentive Planning and Assistance Coalition	888-942-8104
Louisiana Assistive Technology Access Network	800-270-6185
Louisiana Rehabilitation Services	800-737-2958
LSU - Human Developmental Center	504-942-8202
Meaningful Minds of Louisiana	888-886-6882
Medicaid	877-252-2447
Medicaid Adult Denture Service	225-342-9403
Medicaid Covered Services	225-342-0127
Medicaid Fraud	800-488-2917
Medicaid Providers	800-259-8000
Medicaid Waivers	800-660-0488
Medicare Savings Program	888-544-7996
Mental Health Advocacy Services	800-428-5432
Mental Health America of Louisiana	225-201-1930
NAMI of Louisiana	866-851-6264
National Multiple Sclerosis Society	800-346-7323
National Poison Control Center	800-222-1222
New Horizons Independent Living Center	877-219-7327
New Opportunities Waiver (NOW)	800-660-0488
No Child Left Behind Program	877-453-2721
Office for Citizens with Developmental Disabilities	225-342-0095
Office for Head Start	225-219-4245
Office of Addictive Disorders	225-342-9532
Office of Aging and Adult Services	866-758-5035
Office of Blind Services	800-737-2958

Office of Charitable Gaming	800-562-9235
Office of Civil Service	866-783-5462
Office of Family Support	800-256-3150
Office of Mental Health	225-342-2540
Office of Motor Vehicles	877-368-5463
Office of Public Health	800-256-4609
Office of Vital Records	800-454-9570
PACE Program of All-inclusive Care for Elderly	800-660-0488
Partnership for RX Assistance	800-477-2669
People First of Louisiana	225-383-1033
Program for Children with Deaf/Blindness	877-453-2721
Reg. Independent Living Research Utilization	800-949-4232
Regional ADA Help	800-949-4232
Relay Service (TDD)	800-846-5277
Relay Service (Voice)	800-947-5277
Resources for Independent Living	877-505-2260
Salvation Army	800-725-2673
School for the Deaf	225-769-8160
School for the Visually Impaired	225-342-4756
Senior Health Insurance Information Program	800-259-5301
Small Business Assistance	800-259-2890
Social Security Administration (SSA)	800-772-1213
Southwest Louisiana Independent Living Center	800-403-1062
Special Format Library	800-543-4702
Statewide Independent Living Council	800-579-5611
STEP: Strategies to Empower People	225-342-3950
STOP: Solution to Poverty	225-342-9415
Substance Abuse Clinics	800-662-4357
Traumatic Head & Spinal Cord Injury	800-737-2958
United Cerebral Palsy	504-461-4266
Waiver Services (to get on the list)	877-456-1146
Workers Compensation	800-209-7175

Resources

Knowing Your Rights

All workers have certain rights and responsibilities. It is against the law for businesses to discriminate against qualified individuals with disabilities.

Equal Access and Opportunity

There are many laws ensuring your right to equal access and opportunities to jobs. You have the right to:

- Freedom from harassment
- Not be discriminated against
- Not be fired for asserting your rights
- Request reasonable accommodation

Reasonable Accommodation is any change or adjustment to a job, the work environment, or the way things usually are done that would allow you to apply for a job, perform job duties, or enjoy equal access to benefits.

Some examples are:

- Accessible workplaces, break rooms, cafeterias, and restrooms
- Training and written materials in accessible format
- Adaptive equipment including teletypewriters, readers, and software
- Flexible work and break schedules

You can request a reasonable accommodation at any time it is needed to help you do your job. If you are unable to perform the essential duties of your job, your employer is allowed to offer to place you in a different job.

Some health insurance offered through employers may exclude coverage for pre-existing conditions. The company does not have to obtain additional coverage for you if it offers insurance that does not cover all of your medical expenses.

The Medicaid Purchase Plan may help to cover medical conditions or services excluded by health insurance available through your employment.

Job Applications

Businesses must make the job application process accessible for anyone who wishes to apply. Job applications cannot include questions about disability. You can ask for accommodations to take tests that are a required part of the application process.

Interviewing

You must ask for any accommodation you need for an interview. Reasonable accommodation can include an accessible location for the interview, sign language interpreters, or a reader if you are blind. You should never be asked to pay for an accommodation. The business pays for the accommodation, unless it creates an undue hardship.

During an interview, potential employers may not ask questions about your disability or what type of medications you are taking. They also may not ask you to take a medical exam during or before the interview process. However, potential employers may ask about your ability to perform essential functions of the job with or without accommodations.

Receiving a Job Offer

After you have been offered a job, you may be asked questions about your disability and asked to take a medical exam. This is legal as long as it is asked of all new employees in similar jobs. The company may not take back a job offer because a medical exam reveals a disability that does not affect your ability to do the essential functions of the job.

Affirmative Action

Your employer may ask you to voluntarily disclose if you have a disability for affirmative action purposes only. This is okay as long as giving the information is voluntary and will be kept confidential. Information given cannot be used against you.

Further Assistance About Your Rights

Advocacy Center

1010 Common Street, Suite 2600
New Orleans, LA 70112
800-960-7705 (Toll Free Voice & TTY)
504-522-5507 (Fax)
www.advocacyla.org/

U.S. Department of Justice

Civil Rights Division
Disability Rights Section
800-514-0301 (Voice)
800-514-0383 (TTY)
www.usdoj.gov/

Equal Employment Opportunity Commission

New Orleans Field Office
1555 Poydras Street, Suite 1900
New Orleans, LA 70112
800-669-4000 (Voice)
800-669-6820 (TTY)
504-589-6861 (Fax)
www.eeoc.gov/

DisabilityInfo.gov

www.disabilityinfo.gov

Individual with Disabilities Education Act

www.federalresourcecenter.org/frc/idea.htm

Rehabilitation Act of 1973

www.nationalrehab.org/website/history/act.html

Americans with Disabilities Act

www.usdoj.gov/crt/ada/adahom1.htm

Developmental Disabilities Assistance and Bill of Rights Act of 2000

www.acf.hhs.gov/programs/add/ddact/DDACT2.html

Mental Health Parity Act

www.cms.hhs.gov/HealthInsReformforConsume/04_TheMentalHealthParityAct.asp

Health Insurance Portability and Accountability Act

www.hhs.gov/orc/hipaa

Looking for a Job

You must be employed or self-employed, either part-time or full-time, to get the Medicaid Purchase Plan (MPP). If you lose your job you may be able to keep your coverage for up to 6 months, but only if you plan to go back to work. If you are not working after 6 months, your MPP coverage will stop.

The following information may help if you need to look for a new job or if you want to move into a better job.

Where can you look for a job?

The **internet** offers many sites where you can look for jobs. These sites let you post your resume online and apply directly via email. Some sites will send you an email with new job listings that meet your needs.

Newspapers have employment sections every day, and most have a larger section on Sundays. Some also have job listings on-line.

Your local **library** is another place where you can get information on jobs. Libraries have newspapers and computers that you can use.

Louisiana Works Business & Career Solutions Centers provide a wide range of services:

- Skills assessments
- Job readiness training and job matching services
- On-line job bank searches, resume writing, and career planning
- Access to computers, copiers, fax, telephone, and adaptive equipment needed for job seeking activities
- On-the-job training opportunities
- Scholarship opportunities

All of these services are free. For more information, visit www.LAWORKS.net.

Networking is an important part of any job search. Many jobs are filled by word-of-mouth before they are advertised. Start by talking to friends, family, teachers, classmates, neighbors and other people you know. Ask them to keep you in mind if they hear of job openings. Networking can help you:

- Get information about businesses and job openings
- Find unlisted jobs
- Get noticed
- Improve your chances of having a successful interview

Visiting job and career fairs lets you become familiar with businesses and the job market. Louisiana Job Fairs for people with disabilities are held across the state every October. You can get information about these events at www.LaMPP.org.

To prepare for a job fair:

- Learn about participating businesses
- Know your career goals
- Be professional in dress and attitude
- Bring copies of your resume'

Job Interviews

Preparing for a job interview is important. The more you know about a business and its industry, the better. Learn as much as you can about the job and prepare questions to ask during the interview.

Companies and individuals interviewing you cannot legally ask if you have a disability or ask about the nature of your disability. They can only ask if you can perform the essential duties of the job with or without reasonable accommodation. You can get more interviewing tips at janweb.icdi.wvu.edu or www.worksupport.com.

Job Search Sites

State Opportunities Listing:
www.agency.governmentjobs.com

Federal Opportunities Listing:
www.usajobs.opm.gov

Career Builder:
www.careerbuilder.com

Disabledperson.com
www.disabledperson.com/recruitability.asp

Disability Jobsite:
www.disabilityjobsite.com

JobAccess
www.jobaccess.org

JobFind
www.JobFind.com

Nonprofit Career Center
www.idealists.org

Social Security Work Incentives

If you get Social Security Disability (SSDI) there are work incentives that can help you. Some **important** work incentives you should know are:

- **Trial Work Period (TWP)** allows you to test your ability to work without losing your Social Security Disability benefits.
- **Impairment Related Work Expenses (IRWEs)** are costs that you pay for items or services related to your disability that you need to work. Examples of IRWEs include assistive technology, job coaching, attendant services, transportation, medications and medical supplies. These costs can reduce the amount of your earnings that are counted by Social Security against your SSDI benefits.
- **Extended Medicare Coverage** allows you to keep Medicare for at least 8½ years after you go to work.
- **Special rules for workers who are blind or have vision impairment** let you earn more money before benefits are affected. Ask for the pamphlet, “**If You Are Blind or Have Low Vision**” from Social Security.
- **Expedited Reinstatement** can let you get your Social Security check back if you can no longer work. You may be able to get your check for up to 6 months while Social Security decides if you should get your check back beyond the 6 months.

The work incentives listed are only some of the tools that can help you. For more information on work incentives, visit The Work Site at www.ssa.gov/work.

To make sure you are successful in your work effort, get help from a Community Work Incentive Coordinator (CWIC). A CWIC can help you with information about benefits for you and your dependents, Medicare, Medicaid, reporting your income, and anything else related to working and managing your benefits. To get more information about this assistance, call **1-888-942-8104**.

Further Assistance

Social Security Administration

1-800-772-1213

1-800-325-0778 TTY

www.ssa.gov

Medicare www.medicare.gov

Supports to Work

If you need support from devices, tools, aids or from another person to help you live, work, achieve your best and participate fully in the community the following information may help.

Assistive Technology

Assistive technology, also called AT, is a device, tool, or aid that helps you live or work. Some examples of AT are:

- Braille 'n Speak Note Taker for people with visual impairments
- Three-wheeled motorized scooters for people with mobility impairments
- Amplified telephone receivers, flashing lights on phones and alarms for people who are deaf or have hearing impairments
- Medication reminders for people with cognitive or psychiatric disabilities

Medicaid, Medicare or Louisiana Rehabilitation Services (LRS) may be able to help you with AT costs. If you get services from any other agency or organization, you should ask if they can help you with AT.

Under the Americans with Disabilities Act (ADA) your employer may be required to help with the cost of technology that allows you to be successful on the job. Read [Knowing Your Rights](#) to learn more about the ADA.

You can get additional information about assistive technology devices, services and funding from the Louisiana Assistive Technology Access Network (LATAN).

LATAN is the state program that provides services such as:

- Device demonstrations for people who want to try items before buying
- The AT Marketplace, which offers access to previously-owned devices at no or low cost
- Computer ReUse program
- AT, including durable medical equipment, available in emergencies
- Low interest financial loans for the purchase of AT
- Training and technical assistance
- Individual information, assistance and referrals

For more information, contact LATAN at **1-800-270-6185** or www.latan.org.

Further Assistance with Assistive Technology

Louisiana Medicaid

1-888-544-7996

www.dhh.la.gov

Medicare

1-800-633-4227

www.medicare.gov

Job Accommodation Network

www.jan.wvu.edu

Disabilityinfo.gov

www.disabilityinfo.gov

Assistivetech.net

www.assistivetech.net

Personal Care Assistance

Personal care assistance provides help with daily living tasks like eating, bathing, dressing, grooming, transferring, walking, toileting and other personal needs.

If you need this kind of help, you should contact Louisiana Options in Long Term Care at 1-877-456-1146 (TDD 1-877-544-9544) to ask about Long Term Personal Care Services (LT-PCS).

If you are eligible for services through Louisiana Rehabilitation Services (LRS) and are in need of a Personal Care Attendant (PCA), you may get help from LRS. This service can only be provided while you are participating in a plan of vocational rehabilitation services. For more information, contact Louisiana Rehabilitation Services at 1-800-737-2958 or visit: http://www.laworks.net/WorkforceDev/LRS/LRS_Main.asp.

Further Assistance with Personal Care Services

DHH Office of Aging and Adult Services

1-866-758-5035

www.aaas.dhh.louisiana.gov

Taxes

In order to qualify for Medicaid Purchase Plan, your earnings must be reported to the Internal Revenue Service (IRS) and Louisiana Department of Revenue and you must pay all state, federal and payroll taxes that you owe. Depending on your income and your disability, you may not have to pay taxes, but it is important for you to file a tax return. In fact, you might even get additional cash because you file.

What you really need to know about taxes if you work

- People who work must file both federal and state tax returns.
- The Internal Revenue Service (IRS) (www.irs.gov) is the federal tax agency.
- Louisiana Department of Revenue (LDR) (www.revenue.louisiana.gov/) is the state tax agency.
- You may want to get help with your taxes from a professional. Call **211** to find out about **free** tax help in your area.

Federal Income Taxes

As a person with a disability, you may qualify for special tax deductions, income exclusions and credits.

IRS Publication 3966, **Living and Working with Disabilities**, provides basic tax information on deductions available for qualifying taxpayers with disabilities and for parents of children with disabilities.

You could be eligible for the Earned Income Tax Credit if your earnings are low. Even if you pay no taxes, you may get money back. Publication 596, Earned Income Credit (EITC), explains this credit.

Other helpful IRS publications include:

- Publication 502, Medical and Dental Expenses
- Publication 524, Credit for the Elderly or the Disabled
- Publication 907, Tax Highlights for Persons with Disabilities
- Publication 503, Child Dependent Tax Credit

All IRS materials are available at www.irs.gov/pub/irs-pdf/. If you have questions

about these credits or benefits, call 1-800-829-1040. If you use TTY/TDD equipment, call 1-800-829-4059 to order materials and to ask tax questions.

Louisiana State Taxes

In Louisiana, there are important disability credits and exemptions that you may claim. Contact Louisiana Department of Revenue or a tax professional for more information about:

- Credit for Certain Disabilities
- Credit for Maintaining a Household for Certain Disabled Dependents
- Deduction for Adaptive Home Improvements for Disabled Individuals
- Disability Income Exclusion

Free Tax Help

Volunteer Income Tax Assistance (VITA) sites offer free electronic tax return preparation to people with low to moderate income. VITA sites are staffed by trained volunteers who are certified by IRS. These volunteers can answer your questions on a variety of tax subjects.

To locate the nearest VITA site, call 1-800-906-9887 or visit <http://www.irs.gov/individuals/article/0,,id=107626,00.html>. This site also lists items that you need to bring to your nearest VITA site to have your tax returns prepared.

Louisiana Department of Revenue (LDR) offers free, secure internet filing for many taxpayers. To get more information or use this program, visit <https://webtax.rev.state.la.us>. LDR also hosts Super E-file Tax Day to answer questions and provide filing help for state taxes.

Contact the state or a local office of Louisiana Department of Revenue (LDR) for tax information and for the dates and locations of the Super E-file Tax Day events.

Louisiana Department of Revenue
PO Box 201
Baton Rouge, LA 70821
225-219-2448
www.revenue.louisiana.gov/

You can also call a local LDR office at:

Alexandria 318-487-5333
Lafayette 337-262-5455
Monroe 318-362-3151
Shreveport 318-676-7505

Baton Rouge 225-922-2300
Lake Charles 337-491-2504
New Orleans 504-568-5233

Ticket to Work

The Ticket to Work and Work Incentives Act of 1999 is a national effort to provide training, health care and other supports that some people with disabilities need to be able to work.

What is the Ticket Program?

A Ticket is a voucher that lets you get employment, vocational rehabilitation and other support services from public and private providers if you get Social Security Disability (SSDI), even if you are working now.

Participation in the Ticket program is completely voluntary.

If you got a Ticket, you can take it to an Employment Network (EN), including Louisiana Rehabilitation Services (LRS), to find out about employment and education services they provide. Employment Networks are private organizations or public agencies that work with Social Security to provide services under the Ticket program. The EN or LRS will help you to design a plan to reach an employment goal. You can get a list of Employment Networks by calling Maximus at 1-866-968-7842 or by visiting the Ticket to Work website at www.yourtickettowork.com. If you use TTY/TDD equipment, call 1-866-833-2967.

What you REALLY need to know about the Ticket

- Maximus, your local Social Security office, or any Employment Network can tell you if you are eligible for Ticket services.
- You can contact any Employment Network in your area, including Louisiana Rehabilitation Services, to see if it has services that fit your needs.
- You are free to talk with as many Employment Networks as you choose.
- You can stop working with or ask to change your Employment Network at any time by contacting Maximus.

Health Care

Louisiana's **Medicaid Purchase Plan** is a Ticket to Work program that provides health care to you because you have a qualifying disability and you work.

If you have Medicare, you may be able to keep it, even after you no longer get Social Security payments.

Getting Help

Louisiana Work Incentives Planning and Assistance (La-WIPA) Coalition can help if you get Social Security benefits. A Community Work Incentives Coordinator (CWIC) can explain how earnings from work affect your benefits. Contact La-WIPA at **1-888-942-8104**.

The **Protection & Advocacy for Beneficiaries of Social Security (PABSS)** project can provide free statewide advocacy and legal help with job related issues if you get Social Security benefits.

Further Assistance

Social Security Administration

1-800-772-1213

www.ssa.gov/work

Louisiana Rehabilitation Services

627 N. Fourth Street

P.O. Box 91297

Baton Rouge, LA 70821-9297

1-800-737-2958

225-219-4993 Fax

www.dss.louisiana.gov/departments/lrs/

Advocacy Center

1010 Common Street, Suite 2600

New Orleans, LA 70112

1-800-960-7705 (Voice & TTY)

504-522-5507 (Fax)

www.advocacyla.org/

Quick Reference Phone Numbers

Medicaid Customer Service

1-877-252-2447

US DHHS Regional Office for Civil Rights

1-800-368-1019

Medicare Customer Service

1-800-644-4227

Medicaid Card Replacement

1-800-834-3333

Covered Services

225) 342-0127

Medicaid Infrastructure Grant Director

(318) 703-2278

Medicaid Purchase Plan Program Manager

(225) 522-4252

MPP Coordinator—Lake Charles Region

337-491-2437

MPP Coordinator—Alexandria Region

318-487-5281

MPP Coordinator—New Orleans Region

504-599-0612

MPP Coordinator—Shreveport Region

318-862-9857

MPP Coordinator—Baton Rouge Region

225-922-3006

MPP Coordinator—Monroe Region

318-251-5047

MPP Coordinator—Thibodaux Region

337-828-2611

MPP Coordinator—Hammond Region

337-828-2611

MPP Coordinator—Lafayette Region

337 -262- 1957

Advocacy Center of Louisiana

800-960-7705

Attention Deficit Disorder

800-233-4050

Autism Society

800-955-3760

Blind Services
800-737-2958
Catholic Deaf Center
888-834-7955
Census Bureau
800-835-9752
Center for the Blind
800-234-4166
Child Protection
800-422-4453
Child Support Enforcement
800-256-4650
Childhood Lead Poison Prevention
800-242-3112
Children's Choice Waiver
800-660-0488
Children's Welfare Program
800-259-3428
Commission for the Deaf
800-256-1523
Commission on Human Rights
888-248-0859
Community Living Ombudsman
800-960-7705
Consumer Protection
800-351-9638
Department of Health & Hospitals
800-660-0488
Developmental Disabilities Council
800-450-8108
Disabilities Determinations
800-578-3029
Disabilities Information Access Line
800-922-3425
Donated Dental Services
800-946-6016
Donor Registry
800-521-4483
Down Syndrome Awareness Group
225-921-5651
Early STEPS (Single Point of Entry)
866-327-5978
Easter Seals
800-695-7325

Elderly and Disabled Adult Waiver
800-660-0488
Elderly Protective Services
800-259-4990
Employment Services
877-872-5627
Epilepsy Foundation of Louisiana
800-960-0587
Fair Housing Hotline
800-273-5718
Families Helping Families of Louisiana
504-430-3604
Family Assistance Program
888-524-3578
Federation of Families
800-224-4010
Food Stamps and Earned Income Tax Credit
888-524-3578
Governor's Office Disability Affairs
225-219-7500
Governor's Office Elderly Affairs
225-342-7100
Head Start Program
225-342-1292
Individual Development Account
225-771-5454
La. Children's Health Insurance Program (LaCHIP)
877-252-2447
La Spina Bifida Association
504-737-5181
La. Work Incentive Planning and Assistance Coalition
888-942-8104
Louisiana Assistive Technology Access Network
800-270-6185
Louisiana Rehabilitation Services
800-737-2958
LSU - Human Developmental Center
504-942-8202
Meaningful Minds of Louisiana
888-886-6882
Medicaid
877-252-2447
Medicaid Adult Denture Service
225-342-9403

Medicaid Covered Services
225-342-0127
Medicaid Fraud
800-488-2917
Medicaid Providers
800-259-8000
Medicaid Waivers
800-660-0488
Medicare Savings Program
888-544-7996
Mental Health Advocacy Services
800-428-5432
Mental Health America of Louisiana
225-201-1930
NAMI of Louisiana
866-851-6264
National Multiple Sclerosis Society
800-346-7323
National Poison Control Center
800-222-1222
New Horizons Independent Living Center
877-219-7327
New Opportunities Waiver (NOW)
800-660-0488
No Child Left Behind Program
877-453-2721
Office for Citizens with Developmental Disabilities
225-342-0095
Office for Head Start
225-219-4245
Office of Addictive Disorders
225-342-9532
Office of Aging and Adult Services
866-758-5035
Office of Blind Services
800-737-2958
Office of Charitable Gaming
800-562-9235
Office of Civil Service
866-783-5462
Office of Family Support
800-256-3150
Office of Mental Health
225-342-2540

Office of Motor Vehicles
877-368-5463
Office of Public Health
800-256-4609
Office of Vital Records
800-454-9570
PACE Program of All-inclusive Care for Elderly
800-660-0488
Partnership for RX Assistance
800-477-2669
People First of Louisiana
225-383-1033
Program for Children with Deaf/Blindness
877-453-2721
Reg. Independent Living Research Utilization
800-949-4232
Regional ADA Help
800-949-4232
Relay Service (TDD)
800-846-5277
Relay Service (Voice)
800-947-5277
Resources for Independent Living
877-505-2260
Salvation Army
800-725-2673
School for the Deaf
225-769-8160
School for the Visually Impaired
225-342-4756
Senior Health Insurance Information Program
800-259-5301
Small Business Assistance
800-259-2890
Social Security Administration (SSA)
800-772-1213
Southwest Louisiana Independent Living Center
800-403-1062
Special Format Library
800-543-4702
Statewide Independent Living Council
800-579-5611
STEP: Strategies to Empower People
225-342-3950

STOP: Solution to Poverty
225-342-9415
Substance Abuse Clinics
800-662-4357
Traumatic Head & Spinal Cord Injury
800-737-2958
United Cerebral Palsy
504-461-4266
Waiver Services (to get on the list)
877-456-1146
Workers Compensation
800-209-7175
US Department of Justice
800 514 0301
Equal Employment Opportunity Commission
800-669-4000
Louisiana Options in Long Term Care (LT-PCS)
877-456-1146
Louisiana Department of Revenue
225-219-2448
Maximus
866-968-7842