
Keep Your Card

Your plastic Medicaid card is enclosed. Each member of your family who is eligible for Medicaid will get his or her own **permanent** Medicaid identification card. Keep this card, even if you lose eligibility for Medicaid. You will need to use the identification card if you become eligible for Medicaid again.

DO NOT lose or throw away your card.

DO NOT damage your card in any way, especially the magnetic strip on the back. Damage from scratches, high heat, and water could mean that a provider will not be able to use your card to verify your eligibility.

DO NOT let anyone else use or borrow your card. Keep your card safe from theft. If someone else uses your card and Medicaid pays for services to which they are not entitled, that person has committed Medicaid Fraud and could be punished with fines or prison. If you knowingly or willingly help someone commit Medicaid fraud, you could also be held responsible.

Carry Your Card

Always take your plastic Medicaid card with you when you go to a doctor, hospital, pharmacy, or other medical provider to receive services. You may want to carry your card with you at all times to help keep it safe and to make sure that you have your card if you need emergency medical care.

Use Your Card

Your card will allow you to receive medical services from a provider **if** you are Medicaid eligible on the date the service is received, the service is covered by the Medicaid program, **and** the provider is enrolled in the Medicaid program. Always ask the provider about coverage, limitations, and/or restrictions before you receive a service.

You must show your card each time you receive a service so that the doctor, hospital, pharmacy, or other provider can verify your current eligibility. You must let the provider use your card to verify your eligibility, but do not let the provider keep your card.

If you were Medicaid eligible and received Medicaid covered services before you got your card, you will need to let that provider know you have your card so Medicaid can be billed.

Replace Your Card

If you need a new Medicaid card because your name changes, or because your card is lost, thrown away, damaged, or stolen, you must call your local Medicaid office or the toll-free telephone number at **1+800+834-3333** immediately. This will help you to get a new card as quickly as possible and could help to prevent unauthorized use of your card.

If your permanent Medicaid card has to be replaced for any reason, it could take several days for you to receive a new card. You may not be able to get medical services until you receive your new card if the medical services provider is not able to verify your current eligibility.

If you are hearing impaired, you may call the TTY number, 1+800+220-5404 (Toll Free)



Non-Discrimination

Louisiana's Medicaid Program is an equal opportunity program. We can't treat you differently because of your race, color, sex, age, disability, religion, nationality, or political belief. If you think we have:

- Call the U.S. DHHS Regional Office for Civil Rights in Dallas, TX at 1+800+368-1019,
- Call or write your local Medicaid office, and/or
- Write directly to LA Department of Health & Hospitals, P.O. Box 1349, Baton Rouge, LA 70821-1349.

Fair Hearings

If you think that any decision made on your Medicaid case has been unfair, incorrect, or was made too late, you have the right to ask for a Fair Hearing. You may call or write your local Medicaid Program office or you can mail your request directly to:

DHH Appeals Bureau
P.O. Box 4183
Baton Rouge, LA 70821-4183

Important Toll-Free Telephone Numbers

Medicaid Hotline 1+888+342-6207
(General Medicaid information)

LaCHIP 1+877+252-2447
(Apply for children under age 19)

Community Care 1+800+359-2122
(To choose a primary care provider)

Kid-Med 1+800+259-4444
(To choose doctor, dentist, or other provider for children under age 21)

TTY Line 1+800+220-5404
(Hearing impaired)

Medicare Savings Program 1+888+544-7996

Non-Emergency Medical Transportation 1+800+864-6034
(To schedule transportation when no other transportation is available to you)

Replacement Medicaid card 1+800+834-3333

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Important Information About Your

Louisiana Medicaid Eligibility Card

