



### ***Member Reassignment Policy Core Elements***

Louisiana Department of Health revised Informational Bulletin 19-6 on May 6, 2022. They made the following revisions to the member reassignment policy:

- MCOs must publish the results of the claims analysis to their provider portals on the 15th calendar day of the second month of each quarter. If the due date falls on a weekend or a state-recognized holiday, the results shall be published on the next business day.
- The results shall identify all enrollees eligible for reassignment from the PCP along with enrollees eligible for reassignment to the PCP. Enrollees identified as eligible for reassignment to the PCP shall be shared as informational only considering this data is subject to change via the dispute protocol below.
- The results of the analysis shall be published in a format that is able to be downloaded/exported into Excel. The PCP is allowed 15 business days to review before any enrollees are reassigned.
- MCOs must also include a protocol for provider disputes with the results from the claim analysis. To dispute the reassignment of the enrollee(s) from the PCP, the provider must provide documentation (e.g., medical record, proof of billed claim, etc. for at least one date of service) that they have seen the enrollee(s) during the previous 12 months.

Additional information may be found at the following link: [Informational Bulletin 19-6 Revised 5/6/2022](#)

#### **Questions?**

For answers to specific coverage or claims questions, please call the Provider Call Center at 866-675-1607.