

Navigators for a Healthy Louisiana Newsletter

Created specifically for Louisiana consumers
by Louisiana Navigators

February 2024

Let's Celebrate!
21.3 million
and counting

Many Southern states are seeing Affordable Care Act enrollment surge as the number of people covered under such plans hits new highs. Last year, more than 20 million people signed up for year 2024 plans — a new high. The previous record was 16.3 million sign-ups for the 2023 plan year. So far, states in the South and the Rust Belt have had among the highest rates of enrollment growth between 2023 and 2024 plan years, according to a POLITICO analysis of HHS data.

States with the largest year-over-year increase in sign-ups include West Virginia (80.2%), Louisiana (75.9%), Ohio (62.2%), Indiana (59.6%) and Tennessee (59.5%), according to data from the Centers for Medicare and Medicaid Services, which oversees the marketplaces.

76%

**GREAT JOB
LOUISIANA!!**

The surge comes as more than 15 million people have lost Medicaid coverage since pandemic requirements that states keep people on rolls to get enhanced funding expired.

Congratulations to all our navigators, community outreach workers and partners for helping to make this years enrollment a success. As a team we can continue to reach out to consumers needing coverage that may still qualify for special enrollment.

Our Mission is that 100% of Louisiana residents have health insurance coverage through employer offered coverage, Medicaid, or the Health Insurance Marketplace to improve health outcomes and access to care.

To schedule an appointment for **FREE** enrollment assistance connect with a certified navigator

- Scan the QR code
- Call 1-800-435-2432
- Go to www.GetCoveredLA.org

Navigators
FOR A HEALTHY LOUISIANA

Health Insurance
Marketplace



Get Covered Louisiana

#GetCoveredLA

You can also
**FIND
US**

Each week Certified Navigators will be at the following locations to assist consumers with questions about Marketplace Open Enrollment and Medicaid eligibility. They can provide one-on-one assistance with enrollment and updating information to be sure you don't miss any important information or changes concerning Louisiana Medicaid or LaCHIP health coverage.

Mondays	every other Monday	10:00 AM - 2:00 PM	Jefferson Parish Health Unit—Metairie 111 N. Causeway, Metairie, LA
	every other Monday	8:30 AM – 1:00 PM	St. James Public Health Unit 29170 Health Unit Street, Vacherie, LA
	3rd Monday of the month	8:30 Am – 1:00 PM	Galliano Public Health Unit 17862 West Main, Galliano, LA
	1st Monday of the month	10:00 AM - 2:00 PM	Tangipahoa Parish-Amite Health Unit 330 West Oak, Amite, LA
	1st Monday of the month	8:00 AM - 10:00 AM	HOPE Ministries - Food Pantry 4643 Winbourne Avenue, Baton Rouge, LA
	every Monday of the month	8:00 AM - 4:00 PM	Huey P. Long Health Clinic 352 Hospital Blvd., Pineville, LA
	2nd Monday of the month	8:00 AM - 12:00 PM	Iberia Public Health Unit 715-B Weldon Street, New Iberia, LA
	2nd Monday of the Month	8:00 AM - 4:00 PM	Lafayette Parish Public Health Unit 220 W Willow Street, Lafayette, LA
	every Monday of the month	1:00 PM - 4:30 PM	Calcasieu Parish Public Health Unit (Lake Charles) 3236 Kirkman Street, Lake Charles, LA
	last Monday of the Month	9:00 AM - 1:00 PM	Enrollment Clinic: Ouachita Parish Health Unit 1650 Desiard Street, Monroe, LA
Tuesdays	every other Tuesday	8:30 AM – 1:00 PM	Assumption Parish Health Unit 158 LA-1008 Napoleonville, LA
	2nd Tuesday of the month	8:00 AM - 11:00 AM	EBR Health Unit 353 North 12th Street Baton Rouge, LA
	3rd Tuesday of the month	8:30 AM - 11:30 AM	EBR Health Unit 353 North 12th Street Baton Rouge, LA
	2nd Tuesday of the month	10:00 AM - 2:00 PM	Livingston Parish Health Unit 29261 S. Frost Road, Livingston, LA
	4th Tuesday of the month	11:00 AM - 2:00 PM	Washington Parish-Franklinton Health Unit 120 11th Street, Franklinton, LA
	1st & 3rd Tuesday of each month	9:00 AM - 3:30 PM	Winn Community Health Center 431 West Lafayette Street, Winnfield, LA
	1st & 3rd Tuesdays of the month	9:00 AM - 3:00 PM	Hardtner Medical Center 1102 North Pine Road, Urania, LA
	every Tuesday of the month	9:00 AM - 1:00 PM	Calcasieu Parish Public Health Unit (Lake Charles) 3236 Kirman Street, Lake Charles, LA
	every Other Tuesday	1:00 PM - 3:00 PM	ABC Pregnancy Resource Center 510 W 18th Street, Lake Charles LA
	last Tuesday of the Month	12:00 PM - 4:00 PM	Enrollment Clinic: Ouachita Parish Health Unit 1650 Desiard Street, Monroe. LA

Navigators for a Healthy Louisiana is supported by the Centers for Medicare and Medicaid Services (CMS) of the U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$1,964,927.00 with 100 percent funded by CMS/HHS. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by CMS/HHS, or the U.S. Government.

Each week Certified Navigators will be at the following locations to assist consumers with questions about Marketplace Open Enrollment and Medicaid eligibility. They can provide one-on-one assistance with enrollment and updating information to be sure you don't miss any important information or changes concerning Louisiana Medicaid or LaCHIP health coverage.



Wednesdays	every other Wednesday	10:00 AM - 2:00 PM	New Orleans Health Unit - Delgado 1676 Gravier Street, New Orleans, LA
	every other Wednesday	8:30 AM - 1:00 PM	St Mary Parish Health Unit 1200 David Drive, Morgan City, LA
	every other Wednesday	8:30 AM - 1:00 PM	St John Parish Health Unit 473 Central Avenue, Reserve, LA
	3rd Wednesday of the month	10:00 AM - 12:30 PM	West Baton Rouge Health Unit 685 Louisiana Avenue, Port Allen, LA
	1st Wednesday of the month	9:00 AM - 11:00 AM	EBR Health Unit 353 North 12th Street, Baton Rouge, LA
	1st & 3rd Wednesdays of each month	8:00 AM - 2:00 PM	Rapides Parish Health Unit 5604 Coliseum Blvd Ste. A, Alexandria, LA
	2nd & 4th Wednesdays of each month	11:00 AM - 1:00 PM	Concordia Parish Library 1609 N 3rd Street, Ferriday, LA
	3rd Wednesday of the month	8:00 AM - 4:00 PM	Vermilion Parish Public Health Unit 2501 Charity Street, Abbeville, LA
	2nd Wednesday of the month	8:00 AM - 2:00 PM	Evangeline Parish Public Health Unit 1010 West LaSalle Street, Ville Platte, LA
	2nd Wednesday of the month	10:00 AM - 2:00 PM	Washington Parish-Bogalusa Health Unit 625 Carolina Avenue, Bogalusa, LA
	every Wednesday of the month	9:00 AM - 4:00 PM	Jeff Davis Health Unit 403 Baker Street, Jennings, LA
Thursdays	every other Thursday	8:30 AM - 1:00 PM	Terrebonne Parish Health Unit 600 Polk Street, Houma, LA
	1st & 3rd Thursdays of each month	9:00 AM - 1:00 PM	Avoyelles Parish Health Unit 657 Government Street, Marksville, LA
	2nd & 4th Thursdays of each month	9:00 AM - 3:30 PM	Vernon Parish Health Unit 406 Fertitta Blvd., Leesville, LA
	every Thursday of the month	10:00 AM - 1:00 PM	Abraham's Tent 2424 Fruge Street, Lake Charles, LA
	every Thursday of the month	9:00 AM - 1:00 PM	Beauregard Public Health Unit 216 Evangeline Street, Beauregard, LA
Fridays	2nd Friday of the month	9:00 AM - 11:00 AM	Gonzales Public Library 708 S Irma Blvd., Gonzales, LA
	1st & 3rd Fridays of each month	8:30 AM - 12:00pm	Grant Parish Health Unit 340 Webb Smith Road, Colfax, LA,
	1st & 3rd Fridays of each month	1:00 PM - 4:00 PM	Grant Parish Library 300 Main Street, Colfax, LA
	4th Friday of the month	10:00 AM - 2:00 PM	Tangipahoa Parish-Hammond Health Unit 15481 West Club Deluxe Road, Hammond, LA
Monthly	Call each location for more information	LaSalle/Concordia/Catahoula Health Units Family Planning Day	
Monthly	Call location for more information	Vernon Parish Health Unit Family Planning Day 406 Fertitta Blvd., Leesville, LA	

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Navigators for a Healthy Louisiana's Certified Navigators are here to assist Louisiana residents with health insurance options offering **FREE** enrollment assistance.

What Is the Marketplace Health Insurance?

The Federal Health Insurance Marketplace (also known as the “the exchange or Healthcare.gov”) is a service that helps people shop for and enroll in affordable health insurance plans.

You will find out if you qualify for:

- Tax Credits to help pay your monthly insurance premium.
- Reductions in co-payments and deductibles.
- Determining if any members of household qualifies for coverage through the Medicaid and Children’s Health Insurance Program in Louisiana (LaCHIP).
- Plan options with \$0 premium cost if your income level is at or below 150% of the Federal Poverty Level (about \$21,870 for individual).
- Federal subsidies if your income level is over 400% of the Federal Poverty Level (about 58,320 individual).
- Medicaid if your income is below 138% of the Federal Poverty Level.

Federal Poverty Level (FPL) For Coverage Year 2024

Family Size	138 % FPL	150% FPL	400% FPL
1	\$20,120	\$21,870	\$58,320
2	\$27,214	\$29,580	\$78,880
3	\$34,307	\$37,290	\$99,440
4	\$41,400	\$45,000	\$120,000
5	\$48,493	\$52,710	\$140,560
6	\$55,586	\$60,420	\$161,120
7	\$62,680	\$68,130	\$181,680
8	\$69,773	\$75,840	\$202,240



For **FREE** assistance with checking to see if you qualify for coverage contact us:

- Scan the QR code above
- Call **1.800.435.2432**
- Go to www.GetCoveredLA.org

Code—E3SR 9/7/23

What are the Eligibility Guidelines for Marketplace Subsidies?

- Must be U.S. Citizen (or lawfully present)
- Not enrolled in Medicaid
- Not enrolled in Medicare parts A&B
- Not offered a qualified affordable plan from employer
- Must not be incarcerated

We're going digital

We will be transitioning from mailing our full paper copy of the newsletter to a postcard notice when a new one is available. You will be able to access the full newsletter on our website at www.LaHealthcareNav.com. If you are currently receiving our newsletter through the mail and would like to have it sent to you by email instead, please go online and fill out the form to update your information. To update your information, scan the QR code or go online at <https://www.swlahec.org/paper-to-digital-consent>



Louisiana Healthy Self Newsletter

Created specifically for Louisiana consumers by Louisiana Navigators
May 2023

2023 Medicaid Updates and Medicaid Unwinding

Pink Letter

Medicaid has mailed pink letters to members. If you received your letter, great news! Medicaid has your correct mailing address. If you have not received a letter, you need to update your information.

Medicaid sends letters to members when it's time to renew or if Medicaid needs more information. If Louisiana Medicaid does not have your current information, you could miss important letters about your health insurance coverage and risk losing your health coverage even if you are eligible.

Update your information

You can update your information in the way that is easiest for you.

1. Log on to: MyMedicaid.la.gov
2. Email: MyMedicaid@la.gov
3. Or call Medicaid Customer service at 1-888-342-6207, between the hours of 8:00 a.m. and 4:30 p.m.
4. If you need one on one assistance with updating your information, contact Navigators for a Healthy Louisiana for FREE assistance.

- Call us at 1-800-435-2432
- Email us at navigators@swlahec.com
- Visit us at www.GetCoveredLA.org



Scan to connect

Did you receive a pink letter?



If not, you need to update your contact info with Louisiana Medicaid Go to www.healthy.la.gov

NEW Medicaid Eligibility Income Levels for 2023 (as of March 1, 2023)			
Household Size	Weekly	Monthly	Yearly
1	\$387	\$1,677	\$20,124
2	\$523	\$2,268	\$27,216
3	\$660	\$2,859	\$34,308
4	\$796	\$3,450	\$41,400
5	\$933	\$4,042	\$48,504
6	\$1,069	\$4,633	\$55,596
7	\$1,206	\$5,224	\$62,688
8	\$1,342	\$5,815	\$69,780

Check your mail regularly over the next year for your redetermination letter. Don't risk losing your coverage.



Have questions on how to refer patients or clients for FREE one-on-one assistance?

Direct referrals are as easy

Three easy ways to **directly refer** your patients, clients or community members for FREE one-on-one assistance with applying for a Marketplace, Medicaid or LaCHIP insurance plan, checking eligibility or for updating existing accounts:

- Connect directly with a local navigator by scanning the QR code to fill out the online form
- Call 1-800-435-2432 or email navigators@swlahec.com
- Check out www.GetCoveredLA.org

Welcome New Navigator Direct Referral Partners

- ◆ Louisiana Rural Health Association
- ◆ New Orleans Musician Clinic
- ◆ Greater Region 2 Healthy Community Coalition
- ◆ Louisiana Center for Health Equity
- ◆ LDH Well-Ahead Louisiana



LDOE & SWLAHEC Successful Partnership: The Road for Health Ahead for Louisiana Childcare Educators

The Louisiana Department of Education (LDOE) has partnered with the Southwest Louisiana Area Health Education Center (SWLAHEC) to address concerns about the health of the early childhood educators they serve due to the lack of affordable health insurance options available to centers. They listened to the directors' and educators' concerns and connected with *Navigators for a Healthy Louisiana* across the state. Certified Navigators began educating and providing services to center staff on affordable health insurance options that could meet their healthcare needs and those of their family members.



SWLAHEC Navigators have engaged and educated over 120 centers and 2,000 educators thus far through onsite staff presentations and enrollment opportunities at their centers resulting in numerous obtaining and sustaining health coverage.

Since the *Covid-19 Pandemic Continuance Enrollment Period* ended, numerous educators have lost their Louisiana Medicaid. The partnership has provided these educators assistance with either reapplying or successfully transitioning to an affordable Marketplace Health Insurance plan to ensure they continue to receive healthcare coverage giving them peace of mind in knowing their families' healthcare needs are now secure. Navigators are also assisting educators who have no health insurance coverage, need to update their Medicaid or Marketplace account to ensure continuance of coverage or need help understanding their benefits.

In many cases this has been lifesaving. An educator who was undergoing cancer treatment lost her Medicaid coverage and shared with her director that she was scared that she couldn't afford to continue her cancer treatment. Her director referral her for Navigator assistance. A Navigator contacted the educator the same day and assisted her with applying and obtaining a Marketplace Health Insurance Plan that covered all her cancer doctors and medications at no cost to her.

Directors and educators weekly share numerous gratifying stories concerning how invaluable the LDOE SWLAHEC Navigator resources have been.

"I am director of a childcare and have not had health insurance for several years due to all the private plans I checked out costing over \$800 a month. I just kept hoping I wouldn't get sick or hurt. I requested Navigator assistance and thought what do I have to lose. Surprisingly and to my relief, during my center's Navigator's onsite enrollment day I learned I was eligible for tax credits and got a plan for \$50 a month."

SWLAHEC Navigators is continuing to reach out to more educators to assist with obtaining affordable comprehensive health insurance coverage that meets their healthcare needs and budget. The partnership's goal is for 100% of all early childhood educators along with all Louisiana residents to be provided health insurance coverage either through Medicaid, the Health Insurance Marketplace or employer offered coverage to improve health outcomes and access to care.

To learn more about how your organization can utilize Navigator services, feel free to contact Taffy Morrison, Navigators for a Healthy Louisiana, Statewide Outreach Manager, at taffy.morrison@swlahec.com or 985-960-0098.



Telehealth

WHAT TO KNOW FOR YOUR FAMILY

Telehealth can help you get quality care from home when you can't get to your provider. With telehealth (or telemedicine), you can use a phone, computer, or other technology when you and your provider aren't in the same room. You can easily talk to your provider over the phone or video chat. You can also send and receive messages.

TELEHEALTH BASICS

You can get many types of care through telehealth. Check with your provider to see what services you may be able to get from home. You may be able to get:

- General health care, like wellness visits
- Prescriptions for medicines
- Dermatology (skincare)
- Nutrition counseling
- Urgent care (to address common conditions like sinus infections, back pain, urinary tract infections, rashes)
- Remote monitoring services (where you might use a device that sends information to your provider about your vital signs, for example)

You can get behavioral health care through telehealth. This includes:

- Mental health counseling
- Follow up on care plans
- Services for substance use disorders, including opioid use disorder

These services are available under most health plans, just like services for your physical health. Ask your provider what they offer

STEPS FOR USING TELEHEALTH

How to schedule a telehealth appointment

If you have a provider where you already get care, call their office. Many providers now offer telehealth, even if they didn't before. If you haven't seen the provider before, call and ask if they're taking new patients. Ask your provider:

- Do you offer telehealth visits?
- Is telehealth a good choice for my visit?
- How do I schedule it?
- What technology will I need? Will I need to download an app or software?
- If you're concerned about privacy: How will you protect my personal information?

For more information about Telehealth visit

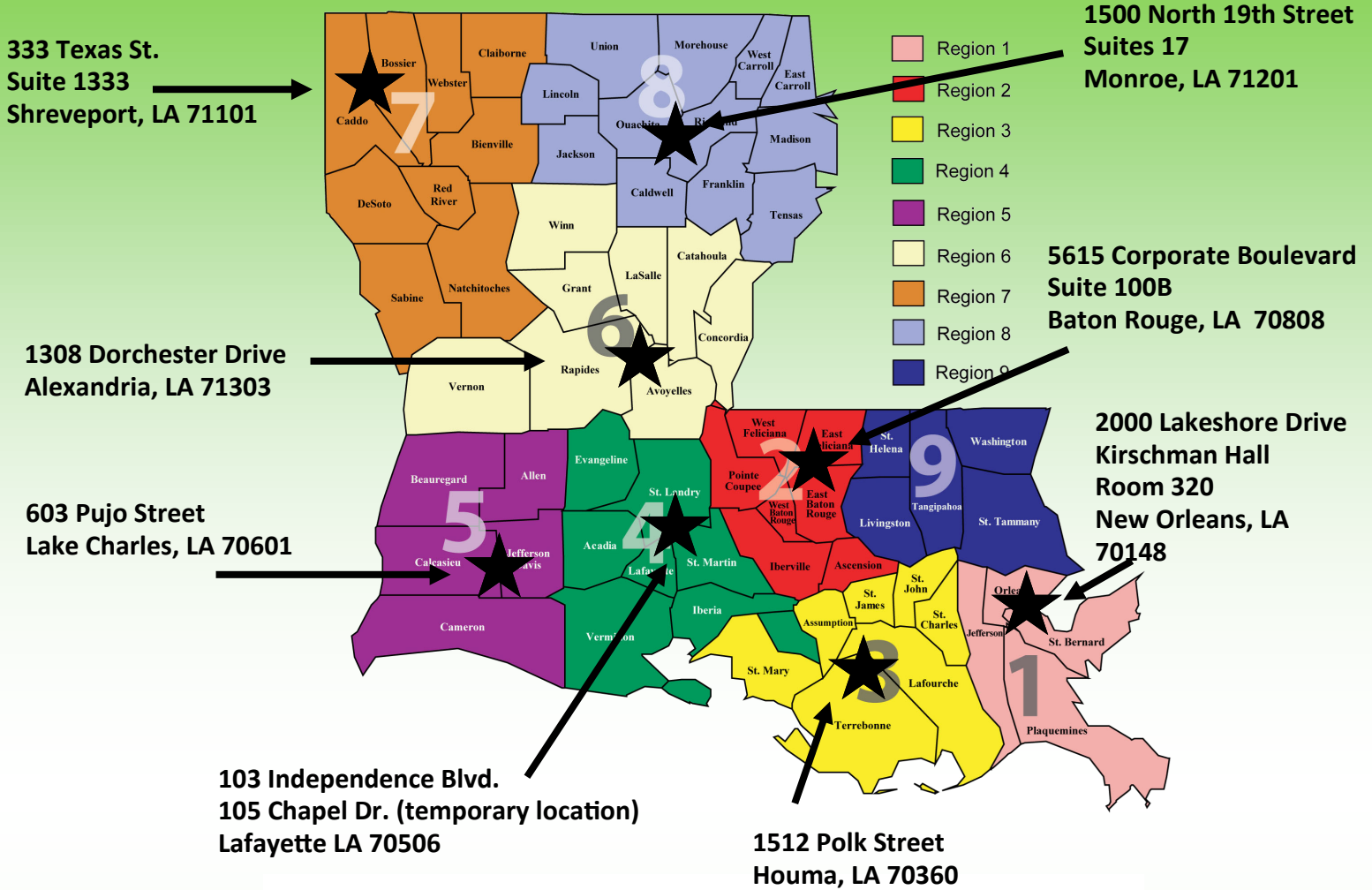
www.cms.gov/files/document/c2c-telehealth-patient-toolkitenglish.pdf

If you don't have health coverage, some health centers offer telehealth. Use this tool to find a health center near you. Go to Find a Health Center <https://findahealthcenter.hrsa.gov>



Navigators for a Healthy Louisiana office locations

Navigators are standing by to assist consumers in every parish throughout Louisiana.



1.800.435.2432
www.GetCoveredLA.org



Click here



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