

## Important Contact Information

(All numbers are toll-free)

### Information Hotline

1-888-342-6207

### To Find a Participating Provider

1-888-342-6207

### Medicaid Fraud

1-800-488-2917

### TTY Text Telephone for the Hearing Impaired:

1-800-220-5404.

### Internet

[www.Medicaid.DHH.Louisiana.gov](http://www.Medicaid.DHH.Louisiana.gov)

## NON-DISCRIMINATION

Health care coverage programs provided through the Louisiana Department of Health and Hospitals are equal opportunity programs. We cannot 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 4818, Baton Rouge, LA 70821-4818.

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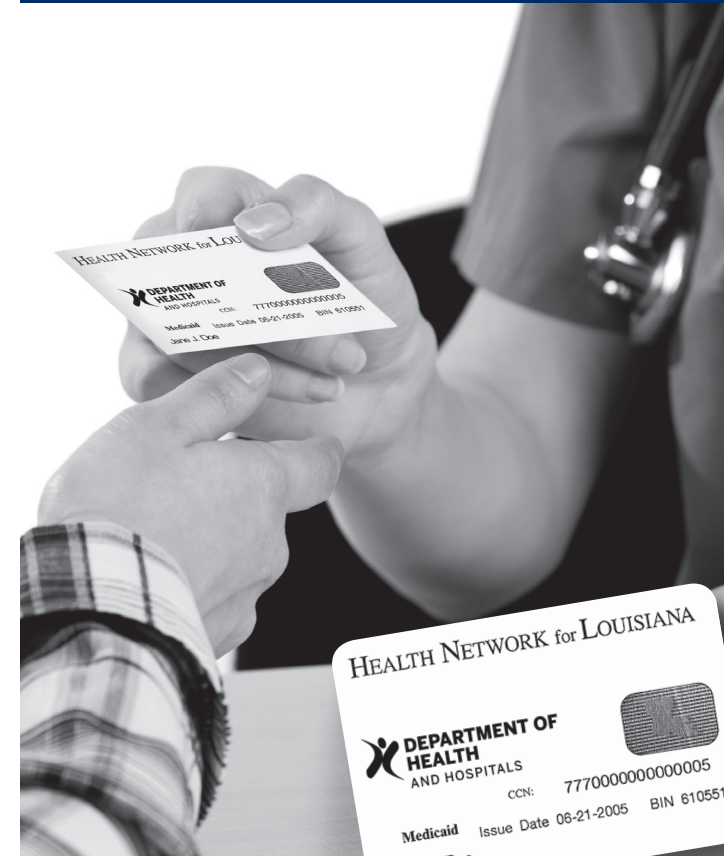
Do you need help in another language?

Call 1-888-342-6207

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## Important Information About Your Medical Card



[www.DHH.Louisiana.gov](http://www.DHH.Louisiana.gov)  
1-888-342-6207

## ABOUT YOUR CARD

**Your Medical 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.

## WHEN TO USE YOUR CARD

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

- Does my provider 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.



visit us online at  
[www.DHH.Louisiana.gov](http://www.DHH.Louisiana.gov)  
or call toll-free 1-888-342-6207

## HOW TO REPLACE YOUR CARD

If you need a new card, call us at  
**1-888-342-6207.**

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

The number on your card is not your "ID Number."  
The number on your card is a tracking number.

