Navigators for a Healthy Louisiana Newsletter

Created specifically for Louisiana consumers by Louisiana Navigators

March 2025

Another Successful Open Enrollment Year

Open enrollment for 2025 was a major success, with 284,765 consumers enrolling in Marketplace insurance, a **34% increase** from last year's total of 212,493. This substantial growth highlights the ongoing progress in ensuring more people in Louisiana have access to affordable, quality health coverage. The increase can largely be attributed to continuing outreach efforts that have strengthened awareness, provided personalized assistance, and helped consumers navigate the enrollment process with greater ease. By expanding educational initiatives, engaging directly with communities, and making resources more accessible, more individuals and families have been able to find plans that meet their needs.

Stronger collaborations with healthcare providers, community organizations, and advocacy groups have also played a crucial role in these efforts. Through partnerships with local leaders and enrollment specialists, more consumers have been able to receive direct guidance and support in selecting the right coverage. See inside for more information about our direct referral. Out outreach teams have worked diligently to connect with underserved populations, including those in rural areas and communities that have historically faced barriers to accessing healthcare. Efforts such as in-person enrollment events, multilingual support, and targeted digital campaigns have contributed to increased participation and awareness of available coverage options.

Moving forward, these outreach initiatives will continue to focus on reaching the uninsured, ensuring consumers have the necessary assistance for renewals and new enrollments, and addressing specific challenges that may prevent individuals from obtaining coverage. The success of this year's enrollment period reinforces the impact of these ongoing efforts, and the commitment remains stronger than ever to ensuring that every resident of Louisiana has the opportunity to secure comprehensive healthcare coverage. By building on this momentum, expanding outreach strategies, direct referral process, and identifying new ways to engage communities, Louisiana is making meaningful strides toward achieving greater healthcare accessibility for all.







If you recently lost your Health Insurance you may qualify for a Special Enrollment through the Health Insurance Marketplace or qualify for Medicaid.

If you can answer Yes to one of the following questions,

YOU MAY QUALIFY!

There are 4 basic types of qualifying life events. (The following are examples, not a full list.)

To qualify for a Special Enrollment in the Healthy Insurance Marketplace the following must apply to you or someone in your household within 60 days of losing coverage.

You can apply for Medicaid at any time throughout the year.

Loss of health coverage

- Losing existing health coverage, including job-based, individual, and student plans
- Losing eligibility for Medicare, Medicaid, or CHIP
- Turning 26 and losing coverage through a parent's plan

Changes in household

- Getting married or divorced
- Having a baby or adopting a child
- Death in the family

Changes in residence

- Moving to a different ZIP code or county
- A student moving to or from the place they attend school
- A seasonal worker moving to or from the place they both live and work
- Moving to or from a shelter or other transitional housing

Other qualifying events

- Changes in your income that affect the coverage you qualify for
- Gaining membership in a federally recognized tribe or status as an Alaska Native Claims Settlement Act (ANCSA) Corporation shareholder
- Becoming a U.S. citizen
- Leaving incarceration (jail or prison)
- AmeriCorps members starting or ending their service
- Certain low-income level**

**Navigators can assist to see if you qualify



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For more information and FREE assistance contact one of our Certified Navigators at

1-800-435-2432

Get Covered Louisiana #GetCoveredLA

Each week the Navigators for a Healthy Louisiana will also be at the following locations to help consumers with questions about Marketplace Open Enrollment and the 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 Medicaid or LaCHIP health coverage.



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Mondays	4th Monday of the month	8:00 AM - 1:00 PM	Vermilion Parish Public Health Unit 2501 Charity Street, Abbeville, LA	
	3rd Monday of the month	8:00 AM - 1:00 PM	St. Landry Parish Public Health Unit 308 W Bloch Street, Opelousas, LA	
	Last Monday of the month	10:00 AM - 2:30 PM	Ouachita Parish Health Unit 1650 Desiard Street, Monroe, LA	
	Every Monday	10:00 AM - 2:00 PM	Water's Edge 2760 Power Center Pkwy., Lake Charles, LA	
	3rd Monday of the month	8:00 AM—12:00 PM	Acadia Parish Health Unit 1029 Capitol Avenue, Crowley, LA	
	4th Monday of the month	8:00 AM—12:00 PM	St. Martin Community Health Center 317 Dernier Street, St. Martinville, LA	
	1st Monday of the month	8:30 AM—10:30 AM	St. James Public Health Unit 29170 Health Unit Street, Vacherie, LA	
	1st Tuesday of the month 10:00 AM—12:00 PM		Assumption Parish Health Unit 4910 LA 308, Napoleonville, LA	
	4th Tuesday of the month	11:00 AM—2:00 PM	Washington Parish- Franklinton Health Unit 120 11th Street, Franklinton, LA	
	2nd Tuesday of the month	8:30 AM - 12:00 PM	Grant Parish Health Unit 340 Webb Smith Rd., Colfax, LA	
S	1st & 3rd Tuesday of the month	9:00 AM - 3:30 PM	Winn Community Health Center 431 West Lafayette Street, Winnfield, LA	
ay	Every Tuesday	9:00 AM - 1:00 PM	Calcasieu Parish Public Health Unit (Lake Charles) 3236 Kirman Street, Lake Charles, LA	
Tuesdays	Last Tuesday of the month	10:00 PM - 2:30 PM	Enrollment Clinic: Ouachita Parish Health Unit 1650 Desiard Street, Monroe, LA	
	Every Tuesday	1:00 PM-3:00 PM	ABC Pregnancy Resource Center 600 Belden Street, Lake Charles, LA	
	2nd Tuesday of the month	12:00 PM—2:00 PM	East Feliciana Parish Library 11023 Bank Street, Clinton, LA	
	2nd Tuesday of the month	10:00 AM-2:00 PM	Washington Parish- Bogalusa Health Unit 625 Carolina Avenue, Bogalusa, LA	
	1st Tuesday of the month	8:00 AM—12:00 PM	St. Martin Parish Health Unit 303 West Port Street, St. Martinville, LA	
	Every Tuesday	1:00 PM—5:00 PM	Common Street Clinic 1715 Common Street, Lake Charles, LA	
	3rd Wednesday of the month	10:00 AM-2:00 PM	Tangipahoa Parish-Hammond Health Unit 15481 West Club Deluxe Road, Hammond, LA	
Wednesdays	1st Wednesday of the month	10:00 AM—2:00 PM	Tangipahoa Parish-Amite Health Unit 330 West Oak, Amite LA	
	Every Wednesdays	8:00 AM – 4:30 PM	Rapides Parish Health Unit 5604 Coliseum Blvd. Ste. A, Alexandria, LA	
	2nd Wednesday of the month	8:00 AM - 1:00 PM	Evangeline Parish Public Health Unit 1010 West LaSalle Street, Ville Platte, LA	
/ed	1st Wednesday of the month	11:00 AM- 3:00 PM	Enrollment Event 2015 Red Oak, Coushatta, LA	
>	2nd Wednesday of the month	11:00 AM- 3:00 PM	Enrollment Event 1200 Homer Rd., Minden, LA	

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	4th Wednesday of the month	11:00 AM - 3:00 PM	Enrollment Event 624 W Main Street, Homer, LA	US
	1st Wednesday of the month	9:00 AM-11:00 AM	Beauregard Parish Health Unit 216 Evangeline Street, Deridder, LA	
Wednesdays	Every Wednesday	10:00 AM—12:00 PM	Family Road of Greater Baton Rouge 201 East Airport Avenue, Baton Rouge, LA	
	1st Wednesday of the month	8:00 AM—12:00 PM	Lafayette Parish Health Unit 220 Willow, Lafayette, LA	
	1st Wednesday of the month	11:00 AM—3:00 PM	Red River Parish Health Unit Enrollment Event 2015 Red Oak Road, Coushatta, LA	
sdi	2nd Wednesday of the month	11:00 AM—3:00 PM	Webster Parish Health Unit Enrollment Event 1200 Homer Road, Minden, LA	
ne	3rd Wednesday of the month	11:00 AM—3:00 PM	Bienville Parish Health Unit Enrollment Event 1285 Pine Street, Arcadia, LA	
ed	4th Wednesday of the month	11:00 AM—3:00 PM	Claiborne Parish Health Unit Enrollment Event 624 West Main Street, Homer, LA	
Š	1st Wednesday of the month	11:00 AM—3:00 PM	Allen Parish Health Unit 145 Hospital Drive, Oakdale, LA	
	3rd Wednesday of the month	11:00 PM—3:00 PM	Jeff Davis Parish Health Unit 403 Bake Street, Jennings, LA	
	3rd Wednesday of the month	11:00 AM - 3:00 PM	Enrollment Event 1285 Pine Street, Arcadia, LA	
	1st Wednesday of the month	8:30 AM—10:30 AM	St. Mary Parish Health Unit 1200 David Drive, Morgan City, LA	
	Every Thursday or by appointment	8:00 AM - 12:00 PM	Vermilion Parish Probation Office 403 Charity Street, Abbeville, LA	
YS	1st Thursday of the month	10:00 AM - 3:00PM	Bossier Parish Health Unit 3022 Old Minden Rd #100, Bossier City, LA	
rsdays	2nd Thursday of the month	10:00 AM - 3:00PM	DeSoto Parish Health Unit 113 Jefferson Street, Mansfield, LA	
	3rd Thursday of the month	10:00 AM - 3:00PM	Sabine Parish Health Unit 1230 W Louisiana Street, Many, LA	
j	4th Thursday of the month	10:00 AM - 3:00PM	Natchitoches Parish Health Unit 625 Bienville Circle, Natchitoches, LA	
	Every Thursday	10:00 AM-2:00 PM	Beauregard Parish Health Unit 216 Evangeline Street, Deridder, LA	
	2nd & 4th Fridays of the month	9:00 AM - 3:30 PM	Vernon Parish Health Unit 406 Fertitta Blvd., Leesville, LA	
	3rd Friday of the Month	8:00 AM - 1:00 PM	Iberia Parish Public Health Unit 715 B Weldon Street, New Iberia, LA	
S	4th Friday of the month	9:00 AM – 1:00 PM	SLAC– Community Day 425 Kingsley Street, Lake Charles, LA	
lay	1st Friday of each month	10:00 AM—2:00 PM	Livingston Parish Health Unit 29261 S. Frost Road, Livingston, LA	
Fridays	Every Friday	10:00 AM—12:00 PM	Family Road of Greater Baton Rouge 201 East Airport Avenue, Baton Rouge, LA	
正	2nd and 4th Friday of the month	9:00 AM—3:30 PM	Vernon Parish Health Unit 406 Fertitta Blvd., Leesville, LA	

8:30 AM - Noon

8:30 AM - Noon

9:30 AM- 3:00 PM

Once a month

(date varies monthly)

Once a month

(dates varies monthly)

Monthly—Call for Details

Jefferson Parish Health Unit - Metaire

111 N. Causeway, Metairie, LA

Jefferson Parish Health Unit - Marrero

1855 Ames Blvd., Marrero, LA Concordia Parish Library

1609 N 3rd Street, Ferriday, LA

Upcoming Community Events

_		START Community Health	1505 N. Florida Street
Monday, March 3rd	8:30 AM—1:00 PM	Center	Covington, LA
Tuesday, March 4th	9:00 AM—2:00 PM	Northwest Louisiana Career & Job Fair	620 Benton Road Bossier City, LA
Thursday, March 6th Friday, March 7th	8:00 AM—6:00 PM 8:00 AM—3:00 PM	Job and Resource Fair	750 2nd Street Natchitoches, LA
Saturday, March 8th	12:00 PM—5:00 PM	Love Yourself Wellness event	Downtown Convention Center 124 South Buchanan Street Lafayette, LA
Saturday, March 8th	9:00 AM—11:00 AM	March 4 a Healthier You	Heritage Park 1701 Bayou Lane, Slidell, LA
Saturday, March 8th	7:00 AM—1:00 PM	Wellness Day for Women	6400 Perkins Road Baton Rouge, LA
Saturday, March 8th	11:00 AM—2:00 PM	Alexandria Mall Health and Wellness event	3437 Masonic Drive Alexandria, LA
Saturday, March 8th	9:00 AM—1:00 PM	4th Annual Health and Wellness Day/Black Family Expo	Joe W. Brown Memorial Park 5601 Read Blvd. New Orleans, LA
Monday, March 10th	9:30 AM—2:00 PM	Franklinton Library	825 Free Street Franklinton, LA
Saturday, March 15th	10:00 AM—2:00 PM	ADAPT's 4th Annual Community Unity Day	Washington Parish Fair Grounds Main Street, Franklinton, LA
Saturday, March 15th	11:00 AM—2:00 PM	Healthy You at the Zoo	3016 Masonic Drive Alexandria, LA
Tuesday, March 18th	9:00 AM—12:00 PM	Solacc's Abbeville Career Fair	South Louisiana Community College 115 Clover Street , Abbeville, LA
Thursday, March 20th	12:00 PM—2:00 PM	LHCC Baby Shower	Bethlehem Baptist 29350 S. Montpelier Road Albany, LA
Saturday, March 22nd	11:00 AM—4:00 PM	Aetna Better Health of Louisiana/Behold the Lamb Ministry The First Fruit Festival	Congo Square 835 North Rampart Street New Orleans, LA
Monday, March 24th	9:00 AM—12:00 PM	Solaac's Opelousas Career Fair	South Louisiana Community College 332 East South Street, Opelousas, LA
Saturday, March 29th	10:00 AM—3:00 PM	Dillard University 17th Annual Housing, Health and Community Fair	2601 Gentilly Blvd. New Orleans, LA
Tuesday, April 1st	9:00 Am—2:00 PM	LA State Job Fair	24 Accent Drive Monroe, LA
Saturday, April 5th	11:00 AM—4:00 PM	New Orleans 2nd Annual Sexual Health, Education and Rights Block Party	Fred Hampton Free Store 5523 St. Claude Avenue New Orleans, LA
Thursday, April 10th	2:00 PM—5:00 PM	Community Resource and Health Fair	South Regional Branch Library 4377 Bayouside Drive Houma, LA
Thursday, April 24th	10:00 AM—2:00 PM	Iberia Parish Job Fair	Martin Luther King Center 1200 Field Street New Iberia, LA
Tuesday, May 13th	10:00 AM—2:00 PM	St. Tammany Commission on Families Mental Health and Wellness Fair	Tammany Oaks Church of Christ 3700 LA 59 Mandeville, LA
Wednesday, May 15th	10:00 AM—2:00 PM	Health and Wellness Expo	711 Paragon Place Marksville, LA

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How to reconcile your premium tax credit

If you had a Marketplace plan and used the premium tax credit to lower your monthly payment, you'll have to "reconcile" when you file your federal taxes. This means you'll compare:

The amount of the premium tax credit you used during the year. (This was paid directly to your health plan so your monthly payment was lower.)

The premium tax credit you actually qualify for based on your final income for the year.

Any difference between the two figures will affect your refund or tax owed.

How to reconcile your premium tax credit

- 1. Get your Form 1095-A.
- 2. Print Form 8962 and instructions.
- 3. Use the information from your 1095-A form to complete Part II of Form 8962.
- 4. Complete all sections of Form 8962. On Line 26, you'll find out if you used more or less premium tax credit than you qualify for based on your final 2024 income. This will affect the amount of your refund or tax due.
- 5. Include your completed Form 8962 with your 2024 federal tax return.

What happens if you don't reconcile your taxes

If you had a 2024 Marketplace plan but didn't file and reconcile your **2023** taxes, you may lose any savings you're getting for your 2025 plan.

- You'll get a letter from the Marketplace with details about what you need to do.
- You may also get "Letter 12C" from the IRS.

If you haven't filed your 2024 tax return — or filed a return but didn't reconcile the premium tax credit for all household members — you must do so immediately.

If you confirm that you filed your 2023 tax return, you won't need to do anything else.

NEW Federal Poverty Level Income Limits for 2025 (as of March 1, 2025)

The new FPL income limits to qualify for Medicaid will start March 1, 2025. The chart below provides the new income levels to help determine eligibility.

Who is Eligible for Louisiana Medicaid?

- Between ages 19-64
- Must have a household income of below 138% of the Federal Poverty Level (FPL)
- Must be a U.S. citizen or otherwise qualified

Household Size	Weekly *	Monthly	Yearly*
1	\$415	\$1,800	\$21,600
2	\$561	\$2,433	\$29,196
3	\$707	\$3,065	\$36,780
4	\$853	\$3,698	\$44,376
5	\$999	\$4,330	\$51,960
6	\$1,145	\$4,963	\$59,556
7	\$1,291	\$5,595	\$67,140
8	\$1,437	\$6,228	\$74,736

*Estimated amount

For FREE assistance
to see if you qualify
for coverage

- Scan the QR Code
- Call 1.800.435.2432
- Go to www.GetCoveredLA.org





Medicaid Eligibility Wage Checks

In May 2024, Louisiana Medicaid is restarting eligibility wage checks to verify that Medicaid members continue to meet income requirements. Wage checks will be conducted every three months. This is in addition to yearly renewals.

Medicaid will mail letters to members who need to verify income to continue their coverage. Individuals will have ten days to respond or risk loss of Medicaid coverage, even if they are eligible. Pregnant women, children, members in an active renewal period and members in long-term care or waiver assistance are excluded from the quarterly income checks.

To prevent potential loss of healthcare coverage, Medicaid urges all members to respond to any mail they receive from Medicaid asking for more information. Members should also make sure Medicaid has their latest address on file. Visit www.healthy.la.gov for ways to make contact information updates.

Members can respond to requests for more information from Medicaid by email, mail, fax or by using the Medicaid self-service portal at MyMedicaid.la.gov.

Members can contact Medicaid by calling the toll-free Medicaid hotline at 1-888-342-6207. More information is also available online at www.healthy.la.gov.

If a consumer is no longer eligible for Medicaid, they can contact one of our certified navigators to help assist them with finding coverage through the Health Insurance Marketplace. They only have 60 days from losing coverage to apply.

How do I create an online account to renew Medicaid

Go to the Medicaid self-service portal on your computer or mobile device.

- 1. At the bottom right corner of the page, click on "I would like to create an account".
- 2. You will be taken to the "Before You Create an Account" screen.

This will tell you what you need to get started, including that:

- You will need an email address and access to that email. To finish creating your account we must send an email to you to be sure we have the right contact for your account. That is the last step to create your account.
- You will be asked to create a user ID, password and a six-digit PIN number. Be sure to save the user ID, password and PIN in a safe place. You will need them later. DO NOT use your email address as your User ID.
- 3. Click "Next" at the bottom right corner of the screen to move to the "Create an Account" screen.

There are three (3) steps you must fill out to create an account:

- **Step 1**: Personal Information you will need to enter your name and email address.
- **Step 2:** Your Account Credentials this is where you pick out your User ID, password and PIN. Remember, your User ID cannot be your email address.
- **Step 3:** The Security Check enter the letters or number from the image to prove you are not a robot.
- 4. Click the "Create an Account" button.
- 5. After clicking "Create an Account" you will get an email from Medicaid at the email address you entered in the personal information step. The email will ask you to click a link to finish creating your account. Click the link and finish your account set up.



Welcome New Direct Referral Partners

- 504 HealthNet
- Acadia Healthcare
- Alliance Counseling
- Audler, LLC
- Beauregard Health System
- Breast and Cervical Cancer program
- Bunk House Shelter and Inn
- Cancer Services-Greater Baton Rouge
- Chabert Women's Clinic
- Franklin Medical Center
- GEO Re-entry Probation Center
- Goodr Grocery Store
- Hearts of Hope
- Jackson Parish Hospital
- LSU Health Shreveport School of Medicine
- Maringouin Community Health Center
- Metropolitan Human Service Authority

- Natchitoches Regional Health System
- Nurse Family Partnership-Region 4
- Nurse Family Partnership-Region 9
- Ochsner LSU Health Shreveport -Academic Medical Center
- Pearce Pharmacy-Bastrop
- RKM Primary Care
- Sabine Parish WIC Office
- Simply Balanced Chiropractic
- Sojourner Truth Community Center
- St. Tammany Parish Health System
- Teche Action Clinics
- The Refinery
- Vermilion Parish Probation
- Vernon Parish WIC Office
- Washington Parish Family Resource Center

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

Direct referrals are as easy as 1-2-3!

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 <u>navigators@swlahec.com</u>
- Check out www.GetCoveredLA.org



Navigators Around the State



Christopher Harvey NW LA Tech Community College Shreveport, LA



Stephanie Hardy
Out of the Darkness event
Lake Charles LA



Brandy Calloway and Korhoree Boston Amerihealth Caritas Resource Fair Franklin. LA



Melissa Bacon and Colby Martin Lafayette Resource Fair, Lafayette, LA



Cathy Brownlee Goodr Pop Up Grocery market, New Orleans, LA



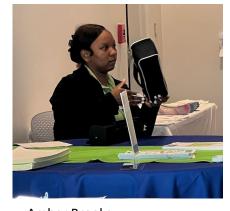
Bobbette Janssen and LaTeshia Henderson Franklin Health Unit, Winnsboro, LA



Kristina Jean and Whitney Duncan Merryville Health Fair, Merryville LA



Debbie Holmes AmeriHealth Caritas Health Fair, New Orleans, LA



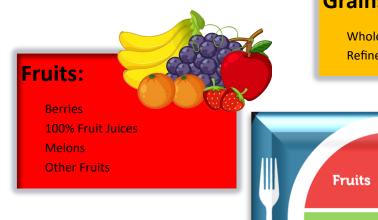
Amber Brooks Bossier Parish Community Service Health Fair Bossier City, LA



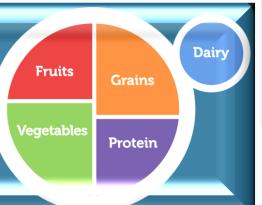
"We'll be there for you"

A healthy eating routine is important at every stage of life. It can have positive effects that add up over time. It's important to eat a variety of fruits, vegetables, grains, protein foods, and dairy or fortified soy alternatives. When deciding what to eat or drink, choose options that are full of nutrients. Make every bite count.





Grains:
Whole Grains
Refines Grains



YOUUH

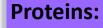
Milk
Non-Dairy Calcium Alternatives
Yogurt

Cheese

Dairy

Vegetables

Dark-Green Veggies
Red and Orange
Veggies
Beans, Peas, Lentils
Starchy Veggies
Other Veggies



Meats

Poultry Seafood

Eggs

Nuts and Seeds

Beans, Pea, and Lentils

Soy Products

Eating low amounts of sodium (salt) in your meals can help lower blood pressure
and prevent heart disease and strokes. Many pre-made meals and snacks have
large amount of sodium in them, so it is important to know how much you are
eating daily. Use this handy shopping list to ensure you have a good supply of
flavorful, low-sodium foods on hand for meals and snacks.

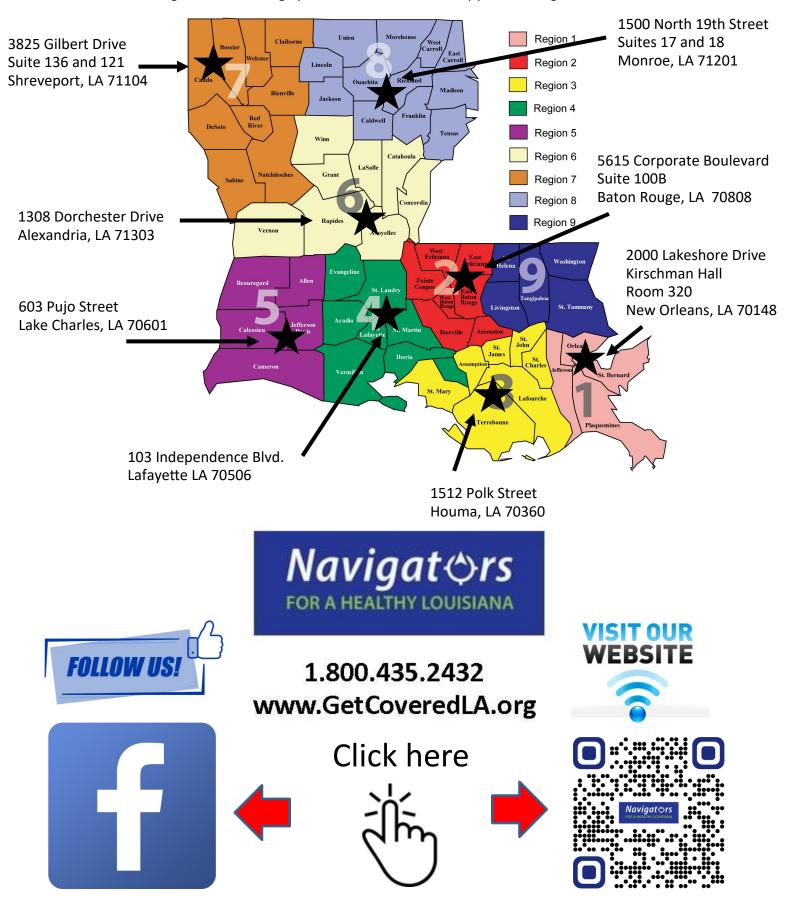
Calorie Needs for Women			
Age	Calories (Sedentary)	Calories (Moderately Active)	Calories (Active)
21-25	2,000	2,200	2,400
26-30	1,800	2,000	2,400
31-50	1,800	2,000	2,200
51-60	1,600	1,800	2,200
61 and up	1,600	1,800	2,000



Calorie Needs for Men				
Age	Calories (Sedentary)	Calories (Moderately Active)	Calories (Active)	
21-25	2,400	2,800	3,000	
26-35	2,400	2,600	3,000	
36-40	2,400	2,600	2,800	
41-45	2,200	2,600	2,800	
46-55	2,200	2,400	2,800	
56-60	2,200	2,400	2,600	
61-65	2,000	2,400	2,600	
66-75	2,000	2,200	2,600	
76 and up	2,000	2,200	2,400	

Navigators for a Healthy Louisiana office locations

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



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