

May 20, 2022

**OVERVIEW:**

The Louisiana Department of Health has mailed Pink letters to each Medicaid household. Please tell your patients that if they did not receive the pink letter or if they need to update their contact information they may:

- Log on to: MyMedicaid.la.gov
- Email: MyMedicaid@la.gov
- Call Aetna Better Health: 1-855-242-0802
- Call Medicaid Customer service at 1-888-342-6207, between the hours of 8:00 a.m. and 4:30 p.m.

For more information on the Louisiana Department of Health's Pink Letter Toolkit, please visit <https://ldh.la.gov/page/2477>.

**Questions and Support:**

For questions, please contact [LAProvider@AETNA.com](mailto:LAProvider@AETNA.com) or call 1-855-242-0802 and follow the prompts.