



Emergency Room Utilization Reduction Pilot Program

UnitedHealthcare Community Plan is sharing [Informational Bulletin 25-2: Emergency Room Utilization Reduction Pilot Program](#) on behalf of the Louisiana Department of Health (LDH). LDH has launched an emergency room (ER) utilization reduction pilot program for Regions 4 and 5, covering 12 parishes.

Starting February 10, 2025, LDH, in collaboration with UnitedHealthcare and Acadian Health, will implement the program to reduce unnecessary ER visits by extending primary care into patients' homes through mobile urgent treatment. The program includes two main components: Acute Care at Home and Clinic at Home, and operates Monday through Sunday from 8 a.m. to 10 p.m.

Acute Care at Home is a provider directed on-demand service that delivers same-day care within one hour, targeting non-traumatic hospitalizations for patients aged 13 and older. Clinic at Home involves provider directed scheduled visits to extend specialty care into homes, addressing non-medical health drivers.

Acadian Health offers a range of services designed to bring healthcare directly to patients' homes. Their mobile community healthcare team provides acute care for non-life-threatening conditions, hands-on visits for specialty care, and advanced at-home care as an alternative to inpatient hospital visits. Acadian Health's services include assessment, treatment, and medication administration, ensuring comprehensive care coordination with primary care providers through their electronic health record system.

For more information, visit [Medicaid Emergency Room Utilization Reduction Pilot Program | La Dept. of Health](#) or call (337) 291-3333 or (800) 259-3333. Providers can schedule visits by calling (337) 704-5829 or (844) 987-1395.

LDH has published Informational Bulletin 25-02 for your reference [IB25-2.pdf](#).