

# DID YOU KNOW...

you can apply for, renew and update your Medicaid online?

Medicaid's **ONLINE SELF-SERVICE PORTAL** is available 24 hours a day, 7 days a week!

You can find it on your computer, smart phone or mobile device at <https://sspweb.lameds.lah.gov/selfservice>.

Visit the **SELF-SERVICE PORTAL** to...

## Manage My Account

- Create an account
- Link a case to your account
- Change your password

## Check My Benefits

- See details about your coverage
- View cases on your account

## Report My Change

- Request a new Medicaid card
- Report a change
- Request to close a case

## My Applications

- Apply for coverage
- Complete an application you already started
- See the status of applications submitted through the portal

## Renew My Benefits

- Request a renewal for coverage
- Complete a renewal you already started
- See the status of renewals submitted through the portal

# Do you need help with your **LOUISIANA MEDICAID?**

A lot of your questions can be answered by logging into your account on the self-service portal at <https://sspweb.lameds.ldh.la.gov/selfservice/>.

Save yourself some time! Make the self-service portal your **FIRST** stop if you need to:

- Check the status of your application.
- Update your mailing address.
- Request a new card.
- Add someone to your account.
- Renew your Medicaid.

You can also call or email Medicaid. Staff is available to help from 7 AM–6 PM, Mon–Friday.

- Email Medicaid at [MyMedicaid@la.gov](mailto:MyMedicaid@la.gov)
- Call Medicaid at **1-888-342-6207**

## **Did you get a letter from Medicaid?**

Did the letter ask you to renew or provide more information? If yes, you need to act today or you may lose your coverage.

## **How to Renew Your Medicaid Coverage**

Your renewal letter lists three ways to renew. The fastest and easiest way to renew your Medicaid coverage is online using our Self-Service Portal. You must set up an account to renew your coverage. Do you need help with your renewal? Visit [www.healthy.la.gov](http://www.healthy.la.gov) for frequently asked questions and renewal guides, or call us at **1-888-342-6207**.

## **How to respond to a Request for more Information from Medicaid**

Medicaid will send you a letter when we need more information from you. We might need information to complete your application, or you may already be covered but we need more information to make sure you can keep your Medicaid. Visit [www.healthy.la.gov](http://www.healthy.la.gov) for more information on how to respond to a request for information from Medicaid, or call us at **1-888-342-6207**.

## **Medicaid Tips**

- **If you get a letter** telling you it is time to renew your Medicaid, or we need more information, **be sure to respond**. Medicaid needs to hear from you to be sure you can get Medicaid or keep the Medicaid you already have.
- **Keep your mailing address up to date**. Medicaid sends you letters when we need information about your coverage. If we don't have the right address, you might miss important mail. And you could lose your coverage. Use the Self-Service Portal to keep your address current.