Louisiana Medicaid Self-Service Portal

How to Upload Documents

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Introduction

Starting in June 2019, people who apply for or get Louisiana Medicaid can submit documents, such as proof of income, online through the Self-Service Portal (SSP). Use this guide to help upload documents in the SSP. The guide will explain the following:

- **Section 1:** When do I submit documents to Medicaid?
- **Section 2:** How do I set up an account and log into the Self-Service Portal?
- **Section 3:** How do I submit documents if I have a pending application?
- **Section 4:** How do I submit documents if I have an existing Medicaid case?
- **Section 5:** How do I know if Medicaid received documents I submitted in the SSP?
- **Section 6:** How do I link an existing Medicaid case to an SSP account?
- **Section 7:** Types of Documents

It is recommended that you **NOT** use public computers to conduct business that involves entering personal information or passwords. If you must use a public computer to log into the Medicaid Self-Service Portal, be sure to keep your personal information and password private. It is recommended that you use the "private browsing" mode, delete the web activity after use and close Internet browser windows completely.
Section 1 – When Do I Submit Documents to Medicaid?

Medicaid will send you a letter when they need documents to verify the information you reported. They will only request items they need to determine if case members qualify for Medicaid. The most common thing that Medicaid will ask for is proof of income, like check stubs from a job. If you have access to the Internet on a computer, mobile device or smartphone, you can scan documents or take pictures of documents and submit them online in the Louisiana Medicaid Self-Service Portal (SSP).

Section 2 – How Do I Set Up an Account and Log into the Self-Service Portal (SSP)?

To upload documents in the Self-Service Portal (SSP), you must create an account in the SSP. Medicaid may need documents if you’ve applied for Medicaid or if you currently get Medicaid benefits. The first step is to log into the SSP.

Subsection 2.1 – How to Get to the Self-Service Portal

1. Go to www.healthy.la.gov on your computer, mobile device or smartphone.
2. In the middle of the page, a blue box reads Apply/Renew Medicaid. Click on this box.
3. Clicking the Apply/Renew Medicaid button will take you to the Self-Service Portal.

![Figure 1 – Healthy.la.gov homepage](image-url)
Subsection 2.2 – How to Set Up an Account
If you already have an account, skip ahead to Subsection 2.3 – How to Log In. If you followed the steps in Subsection 2.1 – How to Get to the Self-Service Portal, you clicked the Apply/Renew button and are now at the Self-Service Portal. The picture you see may be different from the one you see below.

Click on the link labeled, “I would like to create an account.”

Follow the steps below.
A. You will see 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 will 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. There are links to websites you can visit if you want to create an email account.
   • You will need to provide 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.
B. Click Next in the bottom right corner of the screen to move to the Create an Account screen. There are three sections you must fill out to create an account:
   • **Step 1:** Personal Information – you will enter your name, email address and phone number.
   • **Step 2:** Account Credentials – you will provide a User ID, password and PIN of your choice. The screen will tell you about system requirements for these fields.
• **Step 3**: Security Check – enter the letters and numbers from the image to prove you are not a robot.

C. Click the **Create an Account** button. You will get an email from Medicaid asking you to click a link to finish creating your account. Click the link in the email to finish setting up your account.

**Subsection 2.3 – How to Log In**

Log in at the [Self-Service Portal](#). There are two places to log in (see below). The picture on the webpage may be different from the one you see below.

![Figure 3 – SSP Homepage](image)

If you do not remember your User ID or your Password, the Login page gives you an opportunity to get those from Medicaid.

![Figure 4 – SSP Login page](image)
Section 3 – How Do I Submit Documents If I Have a Pending Application?

If you created an account in the Self-Service Portal (SSP) and applied for Medicaid, you can submit documents through the SSP.

**Step 1:** Log in using the steps in Subsection 2.3 – How to Log In.

**Step 2:** Click on My Applications.

![My Account Home Page](image)

*Figure 5 – My Account Home Page*

**Step 3:** If Medicaid needs documents to verify what you reported, you will see the word View in the column titled Requested Verification. Click on the word View to see a popup screen with a summary of the items Medicaid needs from you.

To submit the electronic document, click on Upload.

![Application Status Check](image)

*Figure 6 – Application Status Check*
The **Upload a Document** page displays.

**Step 4:** Complete the **Upload a Document** screen.

1. Click the drop-down next to **Document Type** and choose the type of document you will upload. For a list of examples of these types of documents, see the table on page 21.

   - a. Earned Income
   - b. Unearned Income
   - c. Medical Bills
d. Medical Records  
e. Treatment for Breast or Cervical Cancer  
f. Transfer of Resource Acknowledgment  
g. Date of Death Info  
h. Health Coverage Details  
i. Immigration Status  
j. Pregnancy  
k. Social Security Number  
l. US Citizenship  
m. Bank Account(s)  
n. Burial Plot  
o. Life Insurance  
p. Real Property  
q. Stocks Bonds  
r. Trust Account  
s. Vehicle Value  
t. Other Resource  
u. Other Document

2. Check the box next to the person to whom this document relates.  
3. Click the Browse button. Find and select the file on your computer or device.  
4. Enter the numbers and letters shown in the box to prove you are not a robot.  
5. Click Upload.  
6. The Uploaded Documents table displays at the bottom of the screen. You may need to scroll down to see this section. Click the link titled View to see the document that you uploaded.

**Section 4 – How Do I Submit Documents if I Have an Existing Medicaid Case?**

If you have an existing Medicaid case and a Healthy Louisiana card, you can link your Medicaid case to your Self-Service Portal (SSP) account. Then you can submit documents through the SSP. If you have not linked your Medicaid case to your SSP account, see instructions in Section 6 – How Do I Link an Existing Medicaid Case to an SSP Account? to link your case.

If you do not have a Healthy Louisiana card but you have applied for Medicaid in the SSP, use the instructions in Section 3 - How Do I Submit Documents If I Have a Pending Application? to submit documents.

**Subsection 4.1 – How to Submit a Document through “My Documents”**

After you link your Medicaid case to your Self-Service Portal (SSP) account, you can submit documents through the SSP. First, log in at the Self-Service Portal.
Step 1: Click on **My Documents**.
The **My Mail** screen displays.

**Step 2:** Click on **My Documents**.

*Figure 9 – My Mail Screen*
The **My Documents** screen displays.
Step 3: Complete the My Documents screen.

1. If you click on the button titled Types of Proof, you will see a Required Verification popup screen that lists the verifications that Medicaid needs.

2. Click the drop-down next to Document Type and choose the type of document you will upload. For a list of examples of these types of documents, see the table on page 22.

   a. Earned Income
   b. Unearned Income
   c. Medical Bills
   d. Medical Records
   e. Treatment for Breast or Cervical Cancer
   f. Transfer of Resource Acknowledgment
   g. Date of Death Info
   h. Health Coverage Details
   i. Immigration Status
   j. Pregnancy
   k. Social Security Number
   l. US Citizenship
   m. Bank Account(s)
   n. Burial Plot
   o. Life Insurance
   p. Real Property
   q. Stocks Bonds
   r. Trust Account
   s. Vehicle Value
   t. Other Resource
   u. Other Document

3. Check the box next to the person to whom this document relates.

4. Click the Browse button. Find and select the file on your computer or device.

5. Enter the numbers and letters in the box to prove you are not a robot.

6. Click Upload.

7. The Uploaded Documents table displays at the bottom of the screen. You may need to scroll down to see this section. Click the link titled View to see the documents that you uploaded.
Subsection 4.2 – How to Submit a Document through “Check My Benefits”
After you link your Medicaid case to your Self-Service Portal (SSP) account, you can submit documents through the SSP. First, log in at the **Self-Service Portal**.

**Step 1:** Click on **Check My Benefits**.

![My Account Home Page](image-url)
The **Check My Benefits** screen displays.

**Step 2:** Click on **View Details**.

*Figure 12 – Check My Benefits Page*
The Case Details Screen displays.

**Step 3:** Click on **Upload**.
The **Upload a Document** page displays.

![Upload a Document page](image)

**Figure 14 – Upload a Document page**

**Step 4:** Complete the **Upload a Document** screen.

1. Click the drop-down next to **Document Type** and choose the type of document you will upload. For a list of examples of these types of documents, see the table on page 22.

   a. Earned Income
   b. Unearned Income
   c. Medical Bills
   d. Medical Records
   e. Treatment for Breast or Cervical Cancer
   f. Transfer of Resource Acknowledgment
   g. Date of Death Info
   h. Health Coverage Details
   i. Immigration Status
   j. Pregnancy
   k. Social Security Number
   l. US Citizenship
m. Bank Account(s)

n. Burial Plot

o. Life Insurance

p. Real Property

q. Stocks Bonds

r. Trust Account

s. Vehicle Value

t. Other Resource

u. Other Document

2. Check the box next to the person to whom this document relates.

3. Click the Browse button. Find and select the file on your computer or device.

4. Enter the numbers and letters in the box to prove you are not a robot.

5. Click Upload.

6. The list of documents shows up in the Uploaded Documents table at the bottom of the screen. You may have to scroll to get to the table. Click on View to see the document that you uploaded.
Section 5 – How Do I Know If Medicaid Received Documents I Uploaded in the SSP?

This option is only available for users who have a Medicaid case that they have linked to an account in the Self-Service Portal (SSP). If you do not have a Medicaid case, but you have applied in the SSP, see instructions in Section 3: How Do I Submit Documents if I Have a Pending Application? to check the status of documents.

**Step 1:** Log into the SSP. See Subsection 2.3 How to Log In for help with logging in.

The My Account Home Page displays.

![My Account Home Page](image)

*Figure 15 – My Account Home Page*

**Step 2:** Click on My Documents.
The **My Mail** screen displays.

![My Mail Screen](image)

**Step 3:** Click on **My Documents**.

**Step 4:** When the **My Documents** page displays, scroll to the bottom and look for the **Uploaded Documents** table.

![Uploaded Documents Table](image)

If Medicaid received a document, a hyperlink displays with the word **View**. Click on **View** to see the document that you uploaded.

If **N/A** appears in the column titled **View Document**, then Medicaid did not receive a document with that document type.
Section 6 – How Do I Link an Existing Medicaid Case to an SSP Account

If you have an existing Medicaid case, you must link your case to your account in the Self-Service Portal (SSP) before you can upload a document.

**Step 1:** Log into the SSP. See Subsection 2.3 – How to Log In for help with logging in.

![My Account Home Page](image)

*Figure 17 – My Account Home Page*

**Step 2:** Click on Manage My Account.
The Manage My Account page displays.
Step 3: Complete the Manage My Account screen.

1. For the question, “Would you like to link an existing case to your account?” select yes.

2. Enter the Last Name and Date of Birth of the Primary Contact. Enter the Medicaid Card Number or Medicare Claim Number of any individual receiving benefits on the case. The Medicaid Card Number is on the front of the Medicaid card.

3. Click Update Account.

A screen displays to confirm that your account was updated.

You have now linked your Medicaid case to your SSP account and can upload documents in SSP. See Instructions in Section 4 – How Do I Submit Documents if I Have an Existing Medicaid Case for help with uploading documents.
Section 7 – Types of Documents

Below is a list of document types that Medicaid may ask for and examples of those documents. If you need help, call Medicaid at 1-888-342-6207.

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Earned Income</td>
<td>To prove the gross (before deductions) amount of money you get from a job, provide a pay stub or statement from your employer.</td>
</tr>
<tr>
<td></td>
<td>To prove the amount of money you get from self-employment, provide last year’s tax return, including all schedule attachments.</td>
</tr>
<tr>
<td>Unearned Income</td>
<td>To prove the gross (before deductions) amount of unearned income you get from sources like retirement, pension, annuities or any other income, provide a tax document like a tax form 1099, or provide a statement or letter from the source showing the current gross amount of income.</td>
</tr>
<tr>
<td>Medicaid Bills</td>
<td>Provide a medical bill or statement to prove the amount you owe the medical provider. If you have a primary insurance, such as Blue Cross or Medicare, then Medicaid will need to know the amount owed after your primary insurance has paid.</td>
</tr>
<tr>
<td>Treatment for Breast or Cervical Cancer</td>
<td>Provider a medical report from an approved provider in the Louisiana Breast and Cervical Health Program. See the list of approved providers at <a href="http://www.lbchp.org">www.lbchp.org</a>.</td>
</tr>
<tr>
<td>Transfer of Resource Acknowledgment</td>
<td>To prove the transfer of items that you gave away, provide a courthouse record, act of donation, signed agreement of donation, or bill of sale. Also, provide a statement of the values of any items that were given away.</td>
</tr>
<tr>
<td>Date of Death Info</td>
<td>To prove the date of death, provide a death certificate or obituary.</td>
</tr>
<tr>
<td>Health Coverage Details</td>
<td>To prove health insurance coverage details, provide copies of the front and back of the health insurance cards.</td>
</tr>
<tr>
<td>Immigration Status</td>
<td>To prove immigration status, provide a copy of the permanent resident card or other forms from U.S. Citizenship and Immigration Services.</td>
</tr>
<tr>
<td>Pregnancy</td>
<td>To prove pregnancy, provide a medical report showing the expected date of delivery.</td>
</tr>
<tr>
<td>Social Security Number</td>
<td>To prove the Social Security Number, provide a copy of the Social Security card.</td>
</tr>
<tr>
<td>US Citizenship</td>
<td>To prove U.S. Citizenship, provide a copy of a birth certificate, U.S. Passport or hospital birth record.</td>
</tr>
<tr>
<td><strong>Bank Accounts</strong></td>
<td>To prove the amount of money available in a bank account, provide all pages of the most recent bank statements for all bank accounts, showing names on the accounts, account numbers, name and address of the bank, and all deposits and withdrawals for accounts.</td>
</tr>
<tr>
<td>-------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Burial Plot</strong></td>
<td>To prove the value of burial plots, provide copies of statements that show the values of burial spaces and how much is owed.</td>
</tr>
<tr>
<td><strong>Life Insurance</strong></td>
<td>To prove the value of life insurance, provide copies of all life and burial policies.</td>
</tr>
<tr>
<td><strong>Property</strong></td>
<td>To prove the value of the real property, like a home or property, provide a statement showing the fair market value as stated by someone who has knowledge of determining fair market values, like an appraiser or realtor. Also, provide proof of what percentage of the property is owned by the applicant.</td>
</tr>
<tr>
<td><strong>Stocks and Bonds</strong></td>
<td>To prove the value of stocks and bonds, send copies of statements showing the current values.</td>
</tr>
<tr>
<td><strong>Trust Account</strong></td>
<td>To prove the value of trust accounts, send a copy of trust documents filed at the courthouse.</td>
</tr>
<tr>
<td><strong>Vehicle Value</strong></td>
<td>For vehicles, send a copy of the title or vehicle registration. Medicaid will use the value as listed online on the National Automobile Dealers Association (NADA) site.</td>
</tr>
<tr>
<td><strong>Other Resource</strong></td>
<td>For other resources, send legal documents showing proof of ownership and statements showing the current value.</td>
</tr>
<tr>
<td><strong>Other Document</strong></td>
<td>If you need help to determine what documents to send, call Medicaid at 1-888-342-6207.</td>
</tr>
</tbody>
</table>