

Louisiana Medicaid's New Self-Service Portal

Louisiana Medicaid has a new online self-service portal for Medicaid applicants and enrollees. The portal is part of an upgrade to Medicaid's application system. The new system is web-based and available on your computer or mobile device from anywhere.

Visit the self-service portal at: <https://sspweb.lameds.ldh.la.gov/selfservice/>

What can I do in the self-service portal?

Medicaid applicants and enrollees can manage their Medicaid 24 hours a day, seven days a week.

- Apply for Medicaid benefits with real-time (within minutes) eligibility decisions
- Renew Medicaid coverage
- See if your Medicaid has been approved or denied
- Chose to end your coverage
- Link a new enrollee to your account
- Review your current Medicaid information
- Report updates to Medicaid like a new address, change of employment or other household changes
- Request a new Medicaid card

Additional features are coming to the portal in 2019.

Where can I get help on the self-service portal?

There is a training video on the self-service portal on the Medicaid Eligibility and Enrollment web site here: <http://ldh.la.gov/index.cfm/page/3497>.

If you need additional assistance, you can contact the Medicaid Customer Service Unit by phone (toll-free) at #1-888-342-6207 or email medweb.la.gov. You should expect temporary delays and wait times, due to the system changes.

You can also get in-person assistance at a regional Medicaid office or a certified Medicaid Application Center. **See links below for details.**

Will this change how I apply or renew my Medicaid?

Medicaid enrollees will NOT receive phone calls as part of their renewal. **They will ONLY be notified of their renewal by mail.** For this reason, it is very important that you:

- Keep your contact information up to date so you do not miss important mail.
- Respond to any requests for more information within the timeframe included in the letter. Failure to respond could result in your case being closed and losing Medicaid.

Quick Medicaid Resources

Self-Service Portal – <https://sspweb.lameds.ldh.la.gov/selfservice/>

Medicaid Customer Service Hotline – 1-888-342-6207

Medicaid Customer service e-mail – medweb@la.gov

Locate a Medicaid application center – www.ldh.la.gov/applicationcenters

Medicaid Parish office – <http://ldh.la.gov/index.cfm/directory/category/158>

New Medicaid Eligibility and Enrollment System Information – <http://ldh.la.gov/index.cfm/page/3497>