

PROVIDER BULLETIN

News and Updates on the Louisiana Medicaid Provider Portal

This Provider Bulletin was developed to answer questions and address concerns providers may have regarding Medicaid's new enrollment and eligibility system. Launched on November 13, 2018, the new system includes a new Provider Portal that replaces the former Facility Notification System (FNS) as **the primary way providers manage documentation requirements**. The Self-Service Portal can be accessed at <https://sspweb.lameds.ldh.la.gov/selfservice/>.

Billing and Date of Death

Medicaid has been made aware of a billing practice that is preventing claims payment for institutional providers (nursing facilities, ICFs, etc.). Providers are reminded that they can **only bill up to the date of death** for a member. Some providers continue to improperly bill the day after the date of death, causing the entire claim to be denied. If you have any pending claims with this error, **please correct it** and resubmit in order to be paid.

Medicaid Long-Term Care Renewals Have Begun

Long-term care enrollees with renewals scheduled from October 2018 – May 2019 should have already received notification letters from Medicaid. These regular annual renewals were initially postponed following the implementation of Medicaid's new eligibility and enrollment system in November 2018. The majority of LTC renewals were completed systematically without any impact to the recipient or provider. Forty-six percent of the long-term care population received a request by mail from Medicaid dated June 2, 2019, to renew coverage. **Failure to respond by July 2, 2019, will result in loss of coverage effective July 31, 2019, and payments to providers will end.**

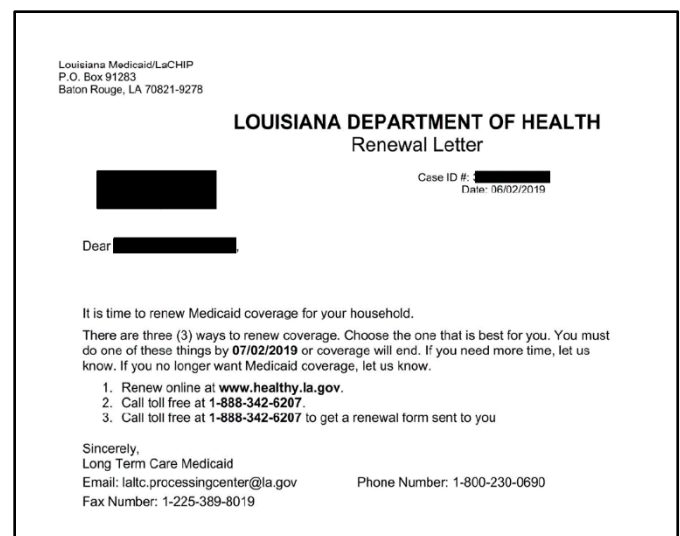
What to Expect

The renewal letters were sent to the mailing address provided to Medicaid on the application or at last renewal, which may not be the same address as the provider. In order to address this, LDH provided lists of long-term care enrollees undergoing renewal in June to individual nursing facility providers and support coordination agencies as listed on the enrollee's Medicaid case file. NOTE: This only applies if the provider is listed on the enrollee's case.

A sample redacted LTC renewal letter is included (to the right). The enrollee has 30 days to respond.

The process for renewals is as follows:

- Step 1:** Medicaid checked eligibility in our system for all long-term care enrollees who have a renewal date between October 1, 2018 and May 30, 2019.
- Step 2:** Anyone that remained eligible within program limits based on data sources already available in the Medicaid system was sent a decision letter noting their continued coverage. No response is necessary.
- Step 3:** Anyone for whom the system produced data indicating a discrepancy or that the person is over program limits received a renewal letter (same as screenshot above). Please work with your patients to ensure they are responding to this letter by the July 2, 2019, deadline.



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Help with Renewal

The Medicaid renewal letter offers three ways to renew. The fastest and easiest way is to renew online through the Medicaid Self-Service Portal. It pre-populates data for you. Medicaid has created a number of resources to help guide enrollees through the online renewal process including a **“how to” guide for enrollees when renewing online**. You can find the How to Renew Your Medicaid and LaCHIP Coverage Online guide [here](#). The document includes guidance for creating and logging into an online account in the **Public** portal, as well as a step-by-step guide through the renewal process, complete with screen shots from the eligibility and enrollment system. There is also a list of frequently asked questions at the end of the document that provides guidance on linking a case to an account. A [video](#) is also available that includes guidance for renewals.

For nursing facilities that registered as trusted users, you will be able to do renewals on behalf of your residents under a single login through the **Partner** portal. Please note that the “how to” guide referenced above is for the Public portal and not the Partner portal, so it does not reflect the same screens for trusted users. For more information on how to become a trusted user, go to the LNHA Resource Library [here](#).

LTC Renewal Lists Revised

In early June, Medicaid shared lists of long-term care enrollees scheduled for renewal. Waiver recipients were shared through the Office of Aging and Adult Services (OAAS) and the Office for Citizens with Developmental Disabilities, while nursing facilities received lists from their assigned Medicaid analysts. **Medicaid has since discovered that there was an error made when compiling those lists.** We revised the lists and made them available on June 13 and 14, using the same distribution channels.

The new lists contain individuals scheduled for renewal that will close on July 31 if they fail to respond. The original list still contains useful information. It includes a list of each provider’s patients that had been previously sent a letter requesting more information to verify their Medicaid eligibility. That list also included a due date for response as well. Medicaid must still hear from those individuals before that due date or they will lose coverage.

Reminder: Paper Renewals

Some enrollees or providers have tried to complete renewals on a defunct 2-L paper renewal form for long-term care. This form was retired a few years ago and **is not currently accepted by Medicaid**. Please ensure that you and your clients are not submitting this form, but are instead following the instructions on the renewal letters. If you have submitted this form, it is not being processed. Please resubmit using the [1-L](#) if you prefer to use a paper form or go online to complete the renewal through the self-service portal.

Medicaid Renewals Through Self Service Portal

Recipients seeking to renew Medicaid coverage through the [Self Service Portal who have never created an account online or linked their case to their account](#) must use the “Applications” and “Start An Application” links (see images below). The same links used to start a new application for healthcare coverage are the same one used at renewal. However, if the recipient already has created an account in the self-service portal and linked their case, the option to “Renew My Benefits” will appear (see image with red arrow below). You can use this option to renew if you have an online account and have linked your case. If you have any questions about this, the “how to” guide is online [here](#) or you can call 1-888-342-6207 or email MyMedicaid@la.gov.

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My Application Center

- APPLICATIONS**
Start new applications, finish incomplete applications, or review your submitted applications.
- REPORT A CHANGE**
Provide case credentials and submit a change report.
- UPDATE APPLICATION CENTER, LOCATION AND REPRESENTATIVE PROFILES**
Update information for the Application Center, its location(s), and its representative(s) such as their phone number.
- PAYMENT HISTORY**
Review your Application Center Location's payments by Application Center Representative.
- MANAGE MY ACCOUNT**
Link to your Application Center(s), change or reset your password, PIN, and other account information.

Applications

START AN APPLICATION

Click here or on the "Apply Now" button to start a new application for health coverage. If you have already started an application but have not yet submitted it, you may continue that application by clicking the "Continue" link in the section below.

APPLY NOW

INCOMPLETE APPLICATIONS

If you have started an application but have not yet submitted it, a "Continue" link will be displayed below. You can click on that link to return to your application.

WARNING

Please keep in mind, you have 24 hours to complete and submit any incomplete applications. If an application is not submitted within 24 hours, it will be deleted and you will need to start a new application.

LOCATION NAME/ID	APPLICATION CENTER REPRESENTATIVE NAME/ID	START DATE	PRIMARY CONTACT/APPLICA NUMBER	SUBMIT BY	CONTINUE
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LOUISIANA DEPARTMENT OF HEALTH

Logged in as John Doe | Help

My Account Home Page

- MY APPLICATIONS**
Submit an application for health coverage, complete an application that you have already started and saved, or print a summary application you have submitted. You can also check the status of your submitted applications.
- CHECK MY BENEFITS**
View information about your health coverage case or health coverage.
- REPORT MY CHANGE**
Report changes to your information online that may affect your benefits, complete a change report that you have already started or print a summary of a change report you have submitted.
- RENEW MY BENEFITS**
Submit a renewal, complete a renewal that you have already started and saved, or print a summary of a renewal you have submit
- MANAGE MYACCOUNT**
Change or reset your password, PIN, and other account information.

An Important Reminder for Medicaid Trusted Users

If you have enrolled as a Trusted User and are assisting Medicaid applicants and enrollees with an application or renewal, the process should always be completed face-to-face with the applicant or their authorized representative. This is important in order to protect the right to consent of the applicant/enrollee. The purpose of creating the Trusted User option was to allow providers a more efficient way and direct way to assist a Medicaid applicant during their application or renewal process. This option was never intended to supplant the involvement of the applicant.

If you have questions, please reach out to Medicaid at LNHATrustedUsers@la.gov.

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Document Upload Now Available through the Self Service Portal

Starting June 19, recipients and trusted users can submit documents to Medicaid using their [Self Service Portal \(SSP\)](#) account. If you receive a letter from Louisiana Medicaid requesting additional documentation, such as proof of income or medical records, you can scan and upload those documents to the SSP with your computer, smartphone or mobile device. By clicking the “My Documents” link on the “My Account Home Page.” Users can upload the following document types:

- Earned Income
- Unearned Income
- Medical Bills
- Medical Records
- Treatment for Breast or Cervical Cancer
- Transfer of Resource Acknowledgment
- Date of Death Info
- Health Coverage Details
- Immigration Status
- Pregnancy
- Social Security Number
- U.S. Citizenship
- Bank Account(s)
- Burial Plot
- Life Insurance
- Real Property
- Stocks Bonds
- Trust Account
- Vehicle Value

Medicaid will provide a step-by-step guide on how to update documents online at www.healthy.la.gov.

Important Notices

Important notices about the new system and training on how to navigate the provider portal can be found at our website dedicated to Medicaid system changes [here](#).

IMPORTANT LINKS

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

Provider Portal Assistance – MedicaidEligibilitySystemsHelp@la.gov

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

Medicaid Customer Service – **1-888-342-6207** | medweb@la.gov

Provider Forms – <https://www.lamedicaid.com/provweb1/Forms/forms.htm>
& <http://ldh.la.gov/index.cfm/page/1278>