

PROVIDER BULLETIN

News and Updates on the Louisiana Medicaid Provider Portal

Revised June 14, 2019; revisions are underscored

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.lah.gov/selfservice/>.

Reminder: Medicaid Long-Term Care Renewals Begin in June

Letters notifying long-term care enrollees it is time to renew their coverage were mailed out Monday. Enrollees should begin receiving them by the end of the first week of June.

These renewals include all renewals scheduled between October 2018 – May 2019 that were 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.**

To assist with the renewal process, **Medicaid has created a "how to" guide for 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, 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.

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 is sending 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 letter is included (to the right). Dates on the notice will be different, but the enrollee will still have 30 days to respond.

The process for renewals is as follows:

Louisiana Medicaid/LaCHIP
P.O. Box 91283
Baton Rouge, LA 70821-9278

LOUISIANA DEPARTMENT OF HEALTH
Renewal Letter

Case ID # [REDACTED]
Date: 05/04/2019

Dear [REDACTED]

It is time to renew Medicaid coverage for your household.

There are three (3) ways to renew coverage. Choose the one that is best for you. You must do one of these things by **06/03/2019** or coverage will end. If you need more time, let us know. If you no longer want Medicaid coverage, let us know.

1. Renew online at www.healthy.la.gov.
2. Call toll free at 1-888-342-6207.
3. Call toll free at 1-888-342-6207 to get a renewal form sent to you

Sincerely,
Medicaid Analyst
Email: MyMedicaid@la.gov Phone Number: 1-888-342-6207
Fax Number: 1-877-523-2987

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Step 1: Medicaid checks 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 remains eligible within program limits *based on data sources already available in the Medicaid system* is sent a decision letter noting their continued coverage. No response is necessary.

Step 3: Anyone for whom the system produces data indicating a discrepancy or that the person is over program limits will receive a renewal letter. Please work with your patients to ensure they are responding to this letter by the deadline.

Help with Renewal

The Medicaid renewal letter offers three ways to renew. The fastest and easiest is way 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, listed above.

For nursing facilities that registered as trusted users, you will be able to do renewals on behalf of your residents under a single login. For more information on how to become a trusted user, go to the LNHA Resource Library [here](#).

LTC Renewal Lists¹

Renewal lists for impacted waiver recipients will come from the Office of Aging and Adult Services (OAAS) and the Office for Citizens with Developmental Disabilities during the first week of June.

Nursing facilities will receive their individual lists from their assigned Medicaid analyst by Friday, June 7. The list will be sent to the nursing facility administrator and BOM on file with the analyst. Please contact your Medicaid analyst if you have a question. Do not contact OAAS or LTCContactUs@la.gov regarding specific renewal cases. Duplication of inquiries will only slow response.

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 the program. Please ensure that you and your clients are not submitting this form, but are instead following the instructions on the renewal letters.

Trusted User Tips for the Self Service Portal

Trusted Users assisting enrollees with renewals have reported difficulty completing the renewal due to “security” questions that include information the Trusted User may not know. These questions are used to verify the applicant’s identity.

Ideally, the Trusted User is expected to complete the renewal with the enrollee or their Authorized Representative. All questions should be answered to the best of their knowledge. When all questions on the screen have been answered, the system will allow the Trusted User to continue through the renewal. Any answers that are incorrect will require additional verification by a Medicaid analyst, which may include checking additional systems to verify information or following up with the enrollee or the Authorized Representative.

If you have provided an answer for all questions on the verification screen and the system still does not allow you to complete the renewal, please contact LNHATrustedUsers@la.gov.

¹ NOTE: Due to an error identified with the original files, new revised lists were emailed to all LTC providers on 6/13/19 and 6/14/19.