Louisiana Medicaid Self-Service Portal

How to View Letters

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Introduction

People who get Louisiana Medicaid have the option to view letters in the Self-Service Portal instead of getting paper copies in the mail.

Medicaid sends letters to tell you about actions or decisions regarding your family’s health coverage. They also send letters to tell you when it is time to review your eligibility or if they need documents to verify information that you reported.

This guide explains how to sign up for and view letters in the Medicaid Self-Service Portal.
Section 1 – Who can get Medicaid Letters in the Self-Service Portal?

To view letters in the Self-Service Portal (SSP) all of the following must apply:

- You get benefits through Medicaid.
- You have an account in the Louisiana Medicaid SSP.
- You linked your existing Medicaid case to your account in the SSP.
- You chose to receive letters electronically in the SSP.

Section 2 – How do I set up an Account and log into the Self-Service Portal?

To view electronic letters in the SSP, you must first set up an account in the Self-Service Portal.

Subsection 2.1 – How to set up an Account

Go to https://MyMedicaid.LA.gov on your computer, mobile device or smartphone. If you already have an account, skip ahead to Subsection 2.2 – How to log in.

Click on the link labeled, “I would like to create an account” pictured below.
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:
   - 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 2.2 – How to log in**

Go to [https://MyMedicaid.LA.gov](https://MyMedicaid.LA.gov) on your computer, mobile device or smartphone. There are two places to log in (see below). The picture on the webpage may be different from the one you see below.
If you do not remember your User ID or your Password, the Login page gives you an opportunity to get those from Medicaid.
Section 3 – How do I link an Existing Medicaid case to a Self-Service Portal Account?

Some features in the Self-Service Portal (SSP) are not available unless you link an existing Medicaid case to an account in the SSP.

**Step 1**: Go to [https://MyMedicaid.LA.gov](https://MyMedicaid.LA.gov) on your computer, mobile device or smartphone and log into your account.

![My Account Home Page](image)

**Figure 4 – My Account Home Page**

**Step 2**: Click on **Manage My Account**, pictured above.
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. See below.

![Healthy Louisiana card](image)

Figure 6 – Healthy Louisiana card

3. Click Update Account.

A screen displays to confirm that your account was updated.

![Account Updated Successfully Page](image)

Figure 7 – Account Updated Successfully Page

You have now linked your Medicaid case to your SSP account and can view letters in the SSP.
Section 4: How do I Choose to get Letters in the Self-Service Portal?

**Note:** You must complete the actions in Sections 2 and 3 of this guide before you can view letters in the Self-Service Portal (SSP).

Go to [https://MyMedicaid.LA.gov](https://MyMedicaid.LA.gov) on your computer, mobile device or smartphone and log into your account. You will see My Account Home Page.

![My Account Home Page](image)

*Figure 8 – My Account Home Page*

Click on Manage My Account.
You will see the **Manage My Account** screen.

In the section called **Update Your Notification Preferences**, click the button next to **Email**. Then click on **Update Account** at the bottom of the screen.
You will see a message confirming that your account was updated.

![ACCOUNT UPDATED SUCCESSFULLY](image)

*Figure 10 – Account Updated Successfully*

Click **Next** to go back to **My Account Home Page**.

**Note:** The text message option is not available at this time. If you choose to receive letters by text message, you will continue to receive letters in the mail until the text message feature is available.
Section 5: How do I view Letters in the Self-Service Portal?

After you choose to get letters in the Self-Service Portal (SSP), Medicaid will send an email any time there are letters waiting for you to view. You must log into the SSP to view the letters.

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

When you log into the SSP, the My Account Home Page will display.

Click on My Documents.
The **My Mail** screen will display.

![Figure 12 – My Mail Screen](image)

The table at the bottom of the screen will show letters from the past 90 days.

Click on **View** next to the letter you want to see. The document will open in a new window. When you finish reading the letter, click the **X** in the top-right corner of the window to close the document.

To search for letters from a specific time period, enter dates in the **From Date** and **To Date** fields and click **Search**.

**Note:** Only letters from the past 90 days are available in the SSP.