

# 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 [MyMedicaid@la.gov](mailto:MyMedicaid@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** – [MyMedicaid@la.gov](mailto:MyMedicaid@la.gov)

**Locate a Medicaid application center** – [www.ldh.la.gov/applicationcenters](http://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>