Louisiana Medicaid Expansion Implementation Questions and Answers

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Application Status Checks
- What is the process to check status of an application we have previously submitted?
  DHH has created [a form that can be submitted](#).

Eligibility Inquiry Responses
- Will the July 1 eligibility date for clients rolling over from GNOCHC/Take Charge be reflected in the online Medicaid Eligibility Verification System prior to July 1?
  Yes, eligibility responses show up to twelve months historical eligibility and three months future eligibility. For example, on 6.20.16, the eligibility response will show Take Charge Plus eligibility only for date of service 6.1.16 and New Adult Group plus name of Health Plan for a future date of service 7.1.16. *DHH strongly recommends that providers wait until 6.15.16 to start proactively checking July eligibility and Health Plan assignment.*

CHIP Pregnant Woman
- Will the CHIP Plan that covers non-citizens who are pregnant change at all? Will non-citizens remain eligible for prenatal care and coverage under this program after Medicaid expansion?
  The CHIP Pregnant Woman program is not changing in any way as a result of Medicaid expansion

Enrollment Data for New Adults
- Will it be possible to get data on the number of people enrolled periodically moving forward? Will reports be available to judge our progress on a community level for the number of successful enrollments?
  DHH plans to provide weekly enrollment updates through the Healthy.la.gov website on the number of New Adults enrolled at the parish level.

Enrollment Events
- I would like to host an enrollment event and have someone from Medicaid assist with Medicaid application completion. What are our next steps?
Application assistance at your event can be conducted by Medicaid staff or a certified Medicaid Application Center. To request Medicaid assistance, fill out the online form. Visit our website to find a Medicaid Application Center to assist you.

Medicaid Application Centers (ACs)
- How can I become a DHH-certified Medicaid Application Center?
See the Resources section at Healthy.la.gov.

- Will Medicaid AC Representatives be able to look in a system to see if an application has been submitted for a particular person or is pending review? We are concerned with flooding the system with multiple applications for the same person and want to mitigate that.
No -- Medicaid AC Representatives do not have inquiry rights to see pending application status or denials. Providers can determine through the Medicaid eligibility verification systems that an individual has been approved but cannot see pending applications or denied applications. Outstationed eligibility workers have real time access to all Medicaid eligibility systems and can see if an application is already pending and if it has been denied in the past 30 days. They also can see if the application can be reopened without completion of a full application, as well as if someone qualifies for SNAP-assisted enrollment and doesn't need to complete a full Medicaid application. To my thinking, that is a major piece of the value they bring

- What should providers do if the healthcare.gov website goes down and is not functioning? Should they fill out the application through Medicaid.la.gov? Are health centers still eligible for payments in this situation? (During each Marketplace open enrollment the healthcare.gov website inevitably stops working at some point due to volume.
Completing the DHH online application will continue to be an option and we will continue to pay $14 for completed applications.

Medicaid Application Center Representative Training
- What is the status of training regarding Expansion/Healthy Louisiana for Medicaid Application Center representatives?
Adult Group Training was actually released yesterday, 5.24.2016 by email to current Application Center Representatives. We have posted the training slides to the Application Center Resource Library as well.

Online Application Using Healthcare.gov
- Has it been finalized that Medicaid Application Centers should enter their DHH Medicaid Application Center number preceded by zeros to get the 13-digit number when completing the application Medicaid through Healthcare.gov ?
Yes, the DHH Medicaid Application Center number and leading zeros to equal 13 characters should be entered in the "ID number" field on the "Help applying for coverage" screen...

Outreach Materials

- Where can I download a pdf of the Medicaid Expansion **Healthy Louisiana** outreach flyer to print and distribute?
  Go to healthy.la.gov, the Medicaid expansion website and click the link on the Resources link on the left.

- Would it be possible to have the materials you are developing available in Spanish and Vietnamese?
  We are translating outreach materials into Spanish and Vietnamese; meanwhile we have posted English versions first while work to get translations done.

Outstationing

- What do I need to do request an outstationed Medicaid eligibility worker?
  Information and associated forms can be viewed and downloaded from the Healthy.la.gov website under the Resources link.

- Is the Outstation worker a representative that is employed by the hospital or is this someone that DHH will send to the site?
  The outstationed Medicaid eligibility worker will be a trained DHH employee.

- If this is a current employee of the site, will DHH provide funding to the site for the employee (Paid per application like now, or a flat fee)?
  DHH will continue to reimburse Medicaid Application Centers for applications; in addition, certain providers, including hospitals owned by a hospital service district may be able to obtain federal match for their direct costs for Medicaid outreach and enrollment assistance (i.e., salary and benefits for Medicaid application center representatives, equipment, and communications). For more information, please contact Randy.Davidson@la.gov

- Will the equipment needed to process applications be provided by DHH?
  Yes, DHH will provide the necessary computer software and hardware. The host site is responsible for providing phone line and Internet access.

Providers

- Does DHH anticipate a shortage of providers with this expansion?
  The five Healthy Louisiana Plans have been working successfully to increase their provider network capacity; DHH intends to closely monitor access to care and work with our Health Plans to identify and address gaps.

QMB Programs Impact

- Will we continue to have QMB Programs after Medicaid Expansion?
  Yes. Medicaid expansion does not impact the Medicare Savings Programs (QMB, SLMB, and Qualified Individuals) in any way.

SNAP Assisted Enrollment

- Can we get a supply of the forms sent to persons getting SNAP who can enroll without completing a full application and who do not have the letter with them?

The form –including a place to indicate the names of all members of the SNAP household— can be downloaded from the Resources section of the Healthy.la.gov website. The form includes information on ways to respond (telephone, fax, e-mail, regular mail).

Spend Down Medically Needy Program Impact

- Will the Medicaid Spend Down Medically Needy Program still exist after Medicaid expansion on 7/1/16?
  Yes. There is no change for persons who meet the Medicaid age (65 and above) or disability (unable to work for twelve months or longer) categorical requirements as they are not eligible for coverage in the New Adult group. *Note that Resources will continue be an eligibility requirement in the MNP Spenddown Program.*

Website for Medicaid Expansion

- Where can we locate information on the internet?
  Healthy.la.gov