

Application Center Monthly Contact

July 19, 2023

Valerie McManus, AC Program Manager

Agenda Items

- New Staff Introduction
- LA Wallet Update
- Application Responses
- Telephone Applications
- Renewals
- Train Your Brain
- Reminders

Angel Wilson Jolivette MEDT Manager

LA Wallet Update

- We are pleased to announce that the Healthy Louisiana plan cards will be added to the LA Wallet app, which is available for Apple and Android devices. The release dates are as follows:

Health Plan(s)	Release Date
United Healthcare	July 6th
Louisiana Healthcare Connection & Healthy Blue Louisiana	July 31st
Amerihealth Caritas Louisiana & Humana Healthy Horizons	August 31st
Aetna Better Health & Gainwell Technologies (Legacy Medicaid)	September 29th

Application Responses

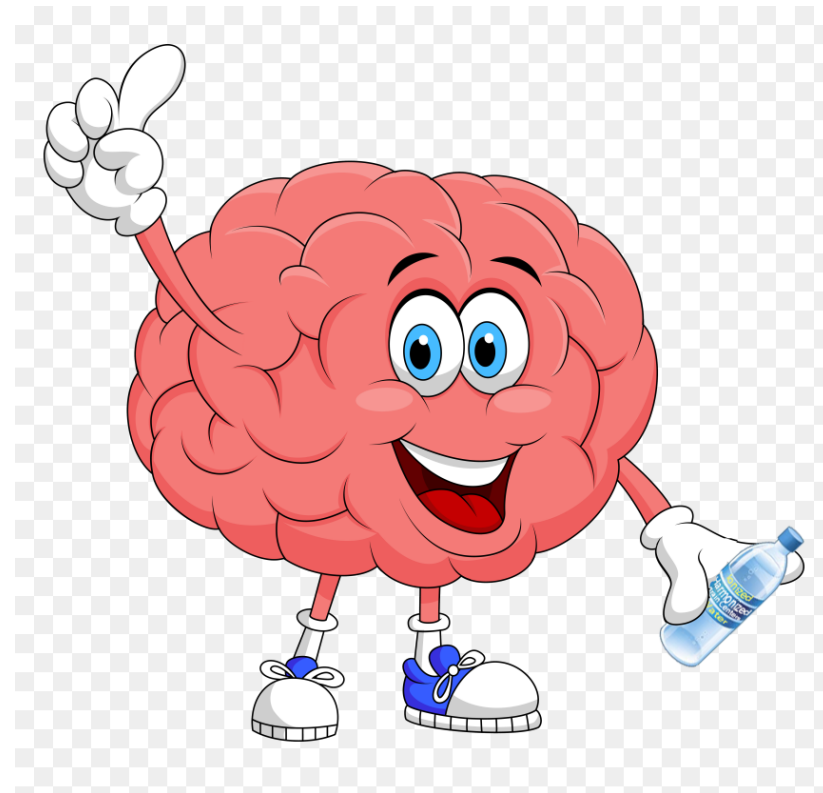
- When completing applications, list the responses as they are provided.
- Trusted Users are not allowed to coach applicants on how to respond to questions in attempts to gain a favorable decision.
- Trusted Users should not solicit Medicaid applications in the pursuit of unpaid claims.

Telephone Applications

- Face to Face Applications are still required.
- Trusted Users are not permitted to complete telephone applications because Application Centers do not have capabilities to capture telephonic signatures.
- If an in-person interview cannot be completed, please refer the applicant to the LA Medicaid Customer Service Unit at 1-888-342-6207.

- The Medicaid Renewal form- 2G is outdated and should not be submitted.
- If the Self Service Portal is down, the General Application- 1A should be completed and submitted with a BHSF Clearance form. The application and Clearance form can be found in the AC Resource Library.

Train Your Brain



Question 1

A member should update their contact information within _____ days.

A. 5

C. 10

B. 8

D. 15

Question 1 Answer:

C. 10 days

Question 2

When married applicants apply, a Trusted User should ask if the resources are joint or not.

A. True

B. False

Question 2 Answer:

A. True

If the resource ownership is not clearly indicated on the application, an applicant maybe found ineligible. This is especially true if the applicant self-attests to a certain amount in the bank.

Question 3

It is vital that Trusted Users ensure that they obtain the full address of an applicant, for example the Lot or Trailer number.

A. True

B. False

Question 3 Answer:

A. True

An incomplete address can result in returned mail and the member will not get their Requests for Information or decision letters timely.

Reminders



- AC Resource Library – Check it DAILY
- Ensure you log into the PARTNER portal and not the Public or Provider portal.
- Adhere to Medicaid guidelines
- Trusted Users must conduct Face-to-Face interviews
- For issues with newborns, email NEU@la.gov
- EMS
 - Submit medical records immediately upon receiving the denial due to non-citizenship.
 - For aged EMS claims, email the EMS Aged Claims Status Request form (found on the AC Resource Library) to MEDT@la.gov.
- AC Meetings are conducted on your behalf. Attendance is required and participation is encouraged.

Contact Information



Application Centers (AC)

- ApplicationCenter.Service@la.gov
- (225) 342 – 6312
- Valerie McManus

Medical Eligibility Determinations Team (MEDT)

- MEDT@la.gov
- Angel Wilson Jolivette

Newborn Eligibility Unit (NEU)

- NEU@la.gov
- Kiarah Dugas

Medicaid Outreach

- MedicaidOutreach@la.gov

Optional State Supplement (OSS)

- OSS@la.gov
- (225) 342 – 1646
- Paige Logan

Outstation

- Outstation@la.gov
- (225) 342 – 1646
- Paige Logan

Healthy Louisiana

- 1-855-229-6848

Louisiana Medicaid Customer Service

- 1-888-342-6207

Health Plan Phone Numbers



Aetna Better Health: 1-855-242-0802

AmeriHealth Caritas: 1-888-756-0004

Healthy Blue: 1-844-521-6941

Humana Healthy Horizons: 1-800-448-3810

Louisiana Healthcare Connections: 1-866-595-8133

UnitedHealthcare: 1-866-675-1607

Questions

