

Application Center Monthly Contact

August 16, 2023

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Agenda Items

- **Partner Portal Issue**
- **Trusted User Do and Don'ts Refresher**
- **AC Payment Increase**
- **Phone Applications**
- **HIPAA Form Submission**
- **Using SSNs on the Self-Service Portal**
- **Healthy Louisiana Website Update**
- **Reminders**

Partner Portal Issue

- It was reported that completed applications were not listed in the Partner Portal, instead a “No Data Found” message appeared.

APPLICATION AND PAYMENT STATUS CHECK

Below is the status for each individual on the health coverage application.

In the table below is a list of verifications required. Click the "View Pending Verification" hyperlink to view and print the needed verifications.

APPLICATION NUMBER/SUBMIT DATE	NAME	PROGRAM	APPLICATION STATUS	REQUESTED VERIFICATION	PAYMENT APPROVAL
No data found.					

- I was advised that the issue has been resolved. Please email the ApplicationCenter.Service@la.gov account if the issue remains.

Trusted User DOs:

- Take applications
- Assist applicants in completing the application
- Provide information and referrals
- Obtain required documentation to complete processing of the application
- Assure that the information contained on the application is complete and accurate
- Conduct necessary face-to-face interviews

Trusted User DON'Ts:

- Refuse assistance to anyone applying for Medicaid, regardless of circumstances
- Make a determination of eligibility or ineligibility or evaluate the information received.
- Use the information obtained during the Medicaid Application interview for any purpose other than determining Medicaid eligibility.
- Screen applicants for Medicaid benefits
- Solicit Medicaid applications in the pursuit of unpaid claims

AC Payment Increase

A change recently went into effect that allowed us to increase the reimbursement payment for certain applications from \$14 to \$20. The \$20 payment will only last through the end of the Medicaid Unwind period. The payment amount categories are below:

- New applications and case changes completed via an application center through the Self Service Portal - \$14
- Federally Funded Marketplace referral applications via application centers - \$14
- Federally Funded Marketplace applications via application center - \$20

Our system is set up to determine the category that an application will fall under.

Phone Applications

- In person applications are still an application center requirement. If the applicant/patient is unable to complete an application in person, it should be completed online with the Medicaid Customer Service Unit (CSU) at 1-888-342-6207. At this time, CSU is the only department that can capture the required telephonic signature.
- Page 11 of the Application Center Handbook states that, “Trusted Users must not conduct Medicaid interviews via telephone or by mail.”

HIPAA Form Submission

- The HIPAA 202L – Authorization to Release Health Information and HIPAA 202P – Authorization to Release or Obtain Health Information should only be submitted when the applicant is alleging disability or if an EMS decision is needed.

Using SSNs on the Self Service Portal

- Effective July 22, Louisiana Medicaid members can use their Social Security Number (SSN) to set up an online account to manage their coverage through Medicaid's Self-Service Portal (SSP) at [MyMedicaid.la.gov](https://www.MyMedicaid.la.gov) .
- Previously, Medicaid members and community partners assisting them could only access and link case information in the SSP or complete case changes by using a Medicaid Card Control Number (CCN) or Medicare number.

Using SSNs on the Self Service Portal (con.)

- The head of household/primary contact person can link member case information with their full SSN, CCN or Medicare number.
- Upon successful linking of their case, the individual will be able to update their contact information, check benefits, order a new Medicaid card, complete their renewal and more

Healthy LA Website Update

- The mark displayed has been added to the Healthy.La.Gov website to promote Medicaid Unwind efforts.
- It is being incorporated into Medicaid Unwind advertising and messaging.
- It is also being shared with our Unwind partners and Managed Care Organizations who will use it in their unwind outreach efforts.



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

