

[March 18, 2026]

# Application Center Monthly Contact

Presented by: Valerie McManus



# Agenda

- AC Meeting Attendance
- AC Representatives vs Authorized Representatives
- Application Signatures
- AC Handbook Update
- Information Updates
- MAGI Household Discussion
- Let's Test Your Knowledge
- Reminders
- Q&A Session

# AC Meeting Attendance

- Application Center Managers and Trusted Users are required to make all reasonable efforts to attend AC meetings, as they provide the best opportunity to ask questions and voice concerns in a live setting.
- We ask that managers remind Trusted Users to access the AC Contact Meeting presentations in the Training section of the AC Resource Library as a reference tool, as they cover all of the information discussed today.

# AC Representatives vs Authorized Representatives (AR)

## Application Center (AC) Representatives

- Application Center Representative is an alternate term for Trusted User.
- It is often used by medical facilities in various capacities.
- In fact, Medicaid referred to our partners as Application Center Representatives (ACRs) prior to adopting the term Trusted User.

## Authorized Representatives (ARs)

- Authorized Representatives (ARs) are friends or family members selected to act on behalf of an applicant or client in their best interest. An Appendix C must be completed whenever an AR is named.
- If granted partial access, the AR can contact the Customer Service Unit (CSU) to inquire about any case on which they are the AR and receive the same case details that would be provided to the applicant or client.

# AC Representatives vs Authorized Representatives (AR) (cont.)

Application Center (AC) Representatives	Authorized Representatives (ARs)
	<ul style="list-style-type: none"><li>• If an AR is granted full access, they receive the same information as someone with partial access, plus case notices sent via mail.</li><li>• Trusted Users are not allowed to act as ARs, as this would create a conflict of interest; Trusted Users act on behalf of Medicaid.</li></ul>

# Application Signatures

- When applications are completed, the Trusted User enters the data into the Partner Portal, but the applicant provides the information. Therefore, the applicant's name should be listed on the signature line. This name should match the Contact Person listed in Step 1, unless the applicant is deceased or otherwise incapacitated. If the applicant is unable to sign, submit a BHSF Clearance Form explaining why the applicant could not sign on their own.
- The Trusted User PIN is also listed on the signature line, but it is used only to link the application to the Trusted User who completed it, for reporting purposes.

# AC Handbook Update



The AC Handbook has been updated and added to the Forms section of the AC Resource Library. The new edition is dated 2/2/2026.

# Information Updates

- If former employees need to be unlinked from your satellite location, please send an email to [ApplicationCenter.Service@la.gov](mailto:ApplicationCenter.Service@la.gov), and I will unlink them as soon as possible.
- This clip displays the Application Center Information Form. The Application Center Manager may complete it for any satellite location that requires updates.
- All fields with an asterisk are required.

## Application Center Information

- \*
- I am interested in becoming an application center, please contact me.
  - I am updating details of a current application center.

Contact Person \*

Contact Phone \*

Contact Email \*

Name of Business \*

Who will you assist? \*

- We will assist members of the public with their Medicaid application.
- We will only assist our clients with their Medicaid application.

Hours of Operation

Description of Business

Services Available

- 24-hour Residential Services
- Adult Brain Injury
- Adult Day Health Care
- Ambulatory Surgery
- Audiology
- Beauticians
- Behavioral Health
- Birth Certificates
- Birth Control
- Cardiology
- Care Coordination
- Case Management

# Information Updates (cont.)

- Application Center details can be viewed on the homepage of the AC Resource Library using the map feature, where you can view the full directory or search for ACs in your region.
- Updates should be reported no later than 10 days of its occurrence.

## Application Center Information

\*

- I am interested in becoming an application center, please contact me.
- I am updating details of a current application center.

Contact Person \*

Contact Phone \*

Contact Email \*

Name of Business \*

Who will you assist? \*

- We will assist members of the public with their Medicaid application.
- We will only assist our clients with their Medicaid application.

Hours of Operation

Description of Business

Services Available

- 24-hour Residential Services
- Adult Brain Injury
- Adult Day Health Care
- Ambulatory Surgery
- Audiology
- Beauticians
- Behavioral Health
- Birth Certificates
- Birth Control
- Cardiology
- Care Coordination
- Case Management



# **MAGI Household Discussion**

Facilitated by:  
The Medicaid Training  
Unit

## Question 1:

If a 19-year-old applies on their own but is also claimed by their parent, is the parent's income considered when determining eligibility?

Answer: Yes, the parent's income is considered and counted with the 19-year-old's income.

## Question 2:

When a child lives with their parent, but is claimed by an adult outside of the home, such as an aunt, cousin, or non-domiciliary parent, how is income eligibility determined?

Answer: If the tax dependent is under 19 years old the tax filer's income will be considered although they are not in the home. If the tax dependent is over 19, the tax filer's income is not considered if they are not in the home.

# Let's Test Your Knowledge!



# Question 1

Authorized Representative is an alternate term for Trusted User.

(True/False)

# Question 1 Answer

False

# Question 2

Trusted Users are allowed to act as a client's/applicant's Authorized Representative.  
(True/False)

# Question 2 Answer

False

# Question 3

To be considered disabled, a person must have a severe physical, emotional or mental health impairment that is expected to result in death or last for a year or longer.

(True/False)

# Question 3 Answer

True

# Question 4

A mother applying for coverage for her three minor children only, will be required to cooperate with support enforcement.

(True/False)

# Question 4 Answer

False

# 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](mailto:NEU@la.gov)
- AC Meetings are conducted on your behalf. Attendance is required and participation is encouraged.

# Reminders (cont.)

- MEDT is no longer involved in the EMS billing process. Medical records and invoices for EMS claims should not be faxed or emailed to MEDT.
- Please bill all EMS claims directly to Gainwell. For billing inquiries, please contact Gainwell Technologies Provider Relations Department at (800) 473-2783 or (225) 924-5040.
- Verifications for new applications should still be faxed to the LaCHIP Rightfax number, 1-877-523-2987.

# Contact Information

## Application Centers (AC)

- [ApplicationCenter.Service@la.gov](mailto:ApplicationCenter.Service@la.gov)
- (225) 342 – 6312
- Valerie McManus

## Medical Eligibility Determinations Team (MEDT)

- [MEDT@la.gov](mailto:MEDT@la.gov)
- Angel Wilson Jolivette

## Newborn Eligibility Unit (NEU)

- [NEU@la.gov](mailto:NEU@la.gov)
- Kiarah Dugas

## Outstation

- [Outstation@la.gov](mailto:Outstation@la.gov)
- K'Maya Franklin

## Optional State Supplement (OSS)

- [OSS@la.gov](mailto:OSS@la.gov)
- K'Maya Franklin

## Medicaid Outreach

- [MedicaidOutreach@la.gov](mailto:MedicaidOutreach@la.gov)

## Healthy Louisiana

- 1-855-229-6848

## Louisiana Medicaid Customer Service

- 1-888-342-6207

# Contact Information (cont.)

## Aetna Better Health

- 1-855-242-0802
- <http://www.aetnabetterhealth.com/louisiana>

## AmeriHealth Caritas Louisiana

- 1-888-756-0004
- <http://www.amerihealthcaritasla.com/>

## Healthy Blue

- 1-844-521-6941
- <https://www.myhealthybluela.com/la/louisiana-home.html>

## Humana Healthy Horizons in LA

- 1-800-448-3810
- <http://www.humana.com/healthylouisiana>

## Louisiana Healthcare Connections

- 1-866-595-8133
- <http://www.louisianahealthconnect.com/>

## United Healthcare Community Plan

*(Medicaid contract ends on 3/31/2026)*

- 1-866-675-1607
- <https://www.uhc.com/communityplan/Louisiana>

## DentalQuest

- 1-800-685-0143
- <https://dentaquest.com/stateplans/regions/louisiana/>

## MCNA Dental

- 1-855-702-6262
- <https://www.mcnala.net/members>

# Questions





**THANK YOU!**

