

Application Center Monthly Contact

Presented by:

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January 21, 2026

- Vendor Payments
- Residency Verification for Children
- United Healthcare Update
- No Decision Messages
- Modified Adjusted Gross Income (MAGI)
- Train Your Brain
- Reminders

- Vendor Registration Verification from OSRAP is needed for new application center locations. The OSRAP email containing the vendor ID number will need to be submitted to ApplicationCenter.Service@la.gov prior to scheduling the virtual site inspection.
- To prevent possible payment issues, the CEO, CFO, or satellite location manager should check the [LaGOV Vendor Portal](#) quarterly to ensure that payment and contact details remain valid.

- There is a current issue regarding residency verification for minors. If the application requests residency verification for a child, the parent or guardian should provide school records from the past 90 days to verify enrollment.

- UHC's Managed Care Organization contract with Louisiana Medicaid has been extended through March 31. Current UHC members will be moved to one of the remaining five plans before that date.
- New applicants are no longer able to select United Healthcare as their health plan.

- If an application shows a “No Decision” message, it may indicate that the person already has existing coverage or is associated with an existing case.
- “No Decision” messages can also appear when an application requires intervention by a caseworker.

Effective January 1, 2014, the Modified Adjusted Gross Income (MAGI) methodology is used to determine financial eligibility for:

- Medicaid,
- Children's Health Insurance Programs (CHIP),
- Cost sharing reductions, and
- Advanced premium tax credits (APTC) through the Federal Facilitated Marketplace (FFM).

MAGI-based rules are used to determine eligibility for the following groups of applicants/beneficiaries:

Adults ages 19-64	Breast and Cervical Cancer (BCC)
Parent and Caretaker Relatives (PCR)	Refugee Medical Assistance (RMA)
Pregnant Women (PW)	Regular and Spend-Down Medically Needy
Child-related groups	Take Charge Plus (TCP)
Tuberculosis (TB)	

The MAGI methodology is not used to determine financial eligibility for the Medicare Savings Program (MSP) or non-MAGI-related program groups (i.e. the aged, blind, or disabled categories).

The Modified Adjusted Gross Income (MAGI) household consists of:

- The tax filer;
- The tax filer's spouse, if filing jointly and living together; and
- All other tax dependents, regardless of their residence
- Spouses who are separated and not living together are not included in each other's MAGI households, even when they expect to file taxes jointly.

- In cases involving pregnant women, the unborn child counts toward household size for eligibility.
- For pregnant women under 19, all income is disregarded when determining eligibility.

~ MEM- I-1550

Train Your Brain



Question 1:

What type of applications qualify for reimbursement?

- A.) Renewals
- B.) Case Changes
- C.) New Applications
- D.) All of the Above

C.) New Applications

Question 2:

Unborn children should not be counted as part of the household when determining eligibility for a pregnant woman.

- A.) True
- B.) False

B.) False

Question 3:

Trusted Users are prohibited from submitting applications for close friends or family members.

- A.) True
- B.) False

A.) True

In these instances, the applicant should be referred to another application center or the Customer Service Unit.

Question 4:

Although most records are electronic, the Log of Referrals and Monitoring & Inspection forms must be stored for five (5) years or longer.

- A. True
- B. False

Question 4 Answer:

A.) True

Question 5:

Facilities must report changes, such as staff changes or facility information with _____ days.

- A.) 5
- B.) 7
- C.) 10
- D.) 14

Question 5 Answer:

C.) 10

- 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
- AC Meetings are conducted on your behalf.
Attendance is required and participation is encouraged.

- 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.

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

Outstation

- Outstation@la.gov
- K'Maya Franklin

Optional State Supplement (OSS)

- OSS@la.gov
- K'Maya Franklin

Medicaid Outreach

- MedicaidOutreach@la.gov

Healthy Louisiana

- 1-855-229-6848

Louisiana Medicaid Customer Service

- 1-888-342-6207

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

- 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!

