

Application Center Monthly Contact

August 18, 2021

Valerie McManus: Application Center Program Monitor

POLL

Agenda Items

- EMS processing for non-aged applications
- Medicaid beneficiary updates
- Trusted User/Claims Issues
- Train your brain
- Reminders

Regular EMS Processing for non-citizens

- Applications for non-citizens are initially denied.
- They may be eligible for Emergency Medical Services (EMS) if life-sustaining treatment is provided.
 - Submit bills and medical records for the incident.
 - Reach out to your Outstation Analyst if your site has one.
- Follow the instructions posted on the AC Resource Library for aged claims.

Beneficiary updates are IMPORTANT

To avoid termination of benefits Medicaid beneficiaries should update items such as:

- Name
- Physical and mailing address
- Phone number
- Email address
- Income

Trusted User Role

- Trusted Users are prohibited from using information obtained during the application process to pursue claims.
- Information obtained may only be used for the specific purpose of the Medicaid Application
- Violations may result in repeated training, notice of action, and / or decertification.

Train Your Brain

Reminders

- AC Resource Library – Check it regularly
- Ensure you are in the PARTNER portal
- Follow Medicaid guidelines
- For issues with newborns send email to NEU@la.gov
- EMS
 - Submit medical bills and records immediately upon denial due to non-citizenship.
 - For aged EMS claims, refer to the instructions posted on the AC Resource Library.
- AC Meetings are conducted the third Wednesday of each month at 9:00am and 1:30pm. The same information is discussed at both meetings. Please register for the meeting of your choice on the AC Resource Library.

Application Centers (AC)

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

Medical Eligibility Determinations Team (MEDT)

- MEDT@la.gov
- (225) 219 – 7873
- Miranda Winters

• Newborn Eligibility Unit (NEU)

- NEU@la.gov
- 337-447-4145

Optional State Supplement (OSS)

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

Outstation

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

Medicaid Outreach

- MedicaidOutreach@la.gov

EPO Programs Manager

- Kathryn.Loehelt@la.gov
- (225) 219 – 0912

Questions

