

Application Center Monthly Contact

October 21, 2020

Agenda Items

- **Virtual Inspections**
- **Updates**
- **Help Requests**
- **Reminders**

VIRTUAL INSPECTIONS

Due to COVID concerns, site inspections are being conducted using the Zoom App. Details on the items that are reviewed during virtual inspections can be located in the Application Center Handbook on page 7. Any location change requires a site inspection even if it is within the same general location.

UPDATES

- DOA registration
- Medicaid Open Enrollment
- Submitting Documents
- Responsibility to ask all questions on the application and record responses accurately

DOA Registration

- The Division of Administration (DOA) is responsible for issuing payments to Medicaid Application Centers effective October 2020.
- If you have not registered, or If any banking information has changed, it is vital to update the banking information with the Division of Administration. If your location's information is not current, you will experience payment delays

Medicaid Open Enrollment

- Medicaid Open Enrollment began October 15, 2020.
- Medicaid Open Enrollment ends November 30, 2020.
- Plan changes will be effective January 1, 2021!

You may get faster decisions if you submit:

- Positive Covid 19 test results;
- Medical records and/or bills upon auto denial for applications for non-citizens;
- Medical bills with your 110MNP correction requests.


Trusted Users Must:

- Conduct Face-to-Face interviews;
- Ask all questions on the application;
- Read the rights and responsibilities, as written, to every applicant.
- Record all responses accurately.

Help Requests

- Submit Help Requests using the **Medicaid Application Center HELP** feature on the AC Resource Library; or
- By email to ApplicationCenter.Service@la.gov

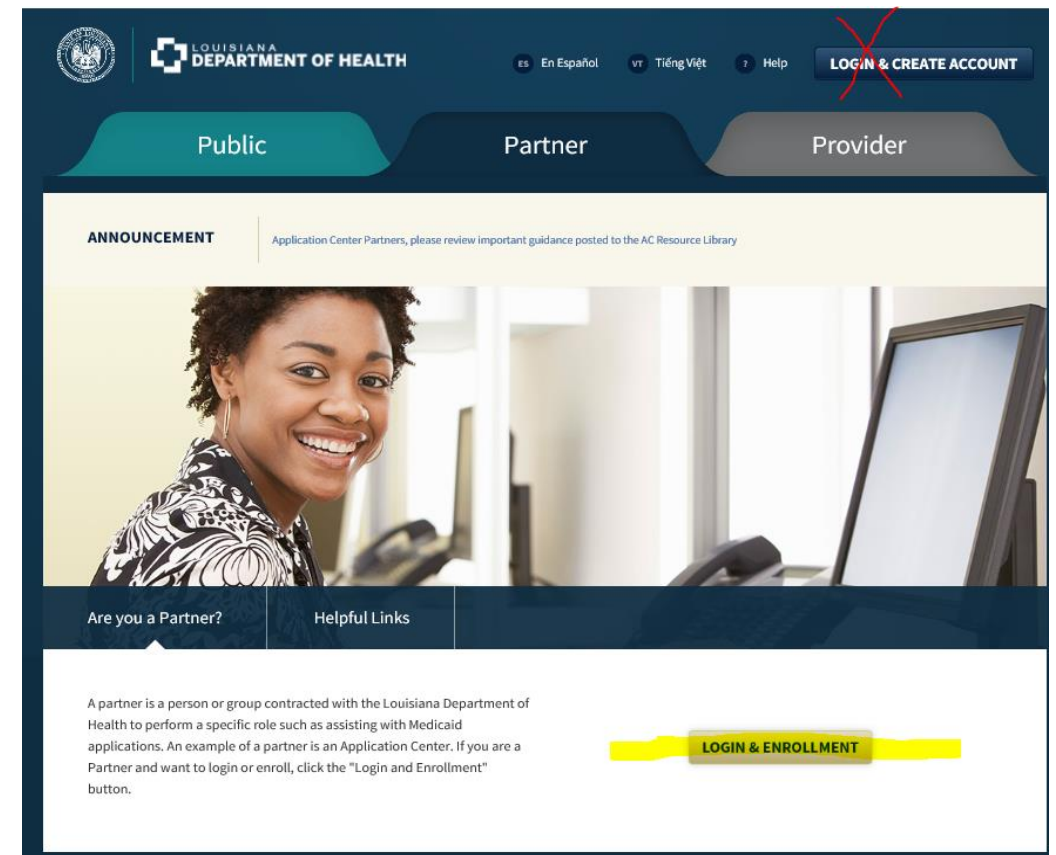
Self-Service Partner Portal

- The SSP consists of three modules: Public, Partner, and Provider.
- You may access the SSP from the AC Resource Library. Click on:
A blue rectangular button with the text "Application Center Websites" in white, sans-serif font.

Application Center Websites
- Remember to review the scrolling announcements prior to advancing.
- Trusted Users should submit applications online using the Self-Service Partner Portal (SSP). Exceptions should be documented on the BHSF Clearance.
- Provider Portal requests should be submitted to MedicaidEligibilitySystemsHelp@la.gov

Self-Service Partner Portal continued

- Make it a habit to click on the word “PARTNER”
- You will see this smiling face if you are on the Partner Portal.
- It is best to use the Login and Enrollment button on the bottom right. If you use the Login and Create Account button at the top, you may be inadvertently redirected to the Public Portal.



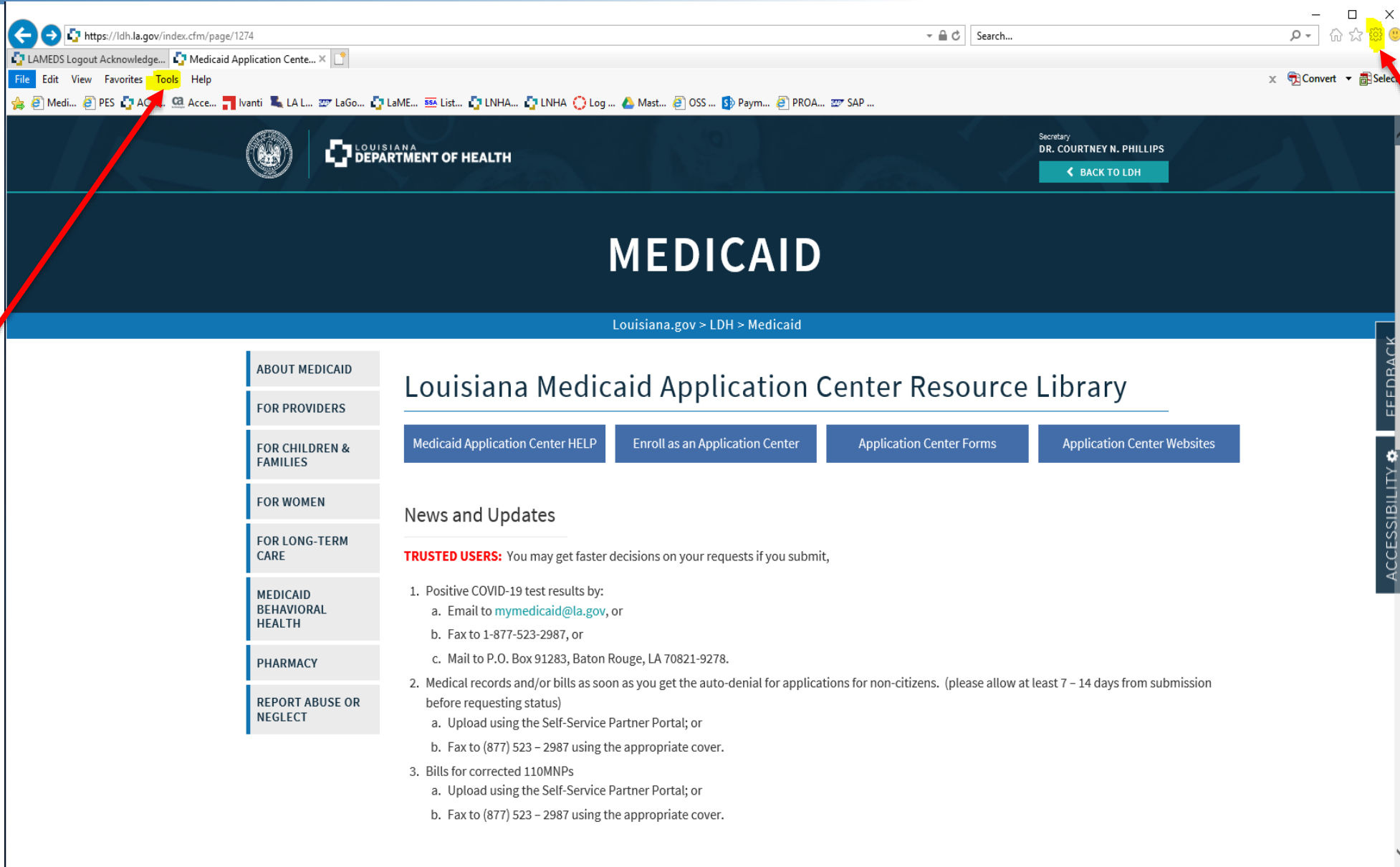
Application Centers must Update the SSP

The Self-Service Partner Portal should be updated when:

- Trusted Users are added/removed;
- Physical Locations change;
- Administration changes.

Changes should be made as soon as possible.

How to clear your cache in Internet Explorer



https://ldh.la.gov/index.cfm/page/1274

LAMEDS Logout Acknowledge... Medicaid Application Cente... x

File Edit View Favorites Tools Help

Medi... PES AC... Acce... Ivanti LA L... LaGo... LaME... SSA List... LNHA... LNHA Log ... Mast... OSS ... Paym... PROA... SAP ...

Secretary
DR. COURTNEY N. PHILLIPS
← BACK TO LDH

MEDICAID

Louisiana.gov > LDH > Medicaid

ABOUT MEDICAID

FOR PROVIDERS

FOR CHILDREN & FAMILIES

FOR WOMEN

FOR LONG-TERM CARE

MEDICAID BEHAVIORAL HEALTH

PHARMACY

REPORT ABUSE OR NEGLECT

Louisiana Medicaid Application Center Resource Library

Medicaid Application Center HELP Enroll as an Application Center Application Center Forms Application Center Websites

News and Updates

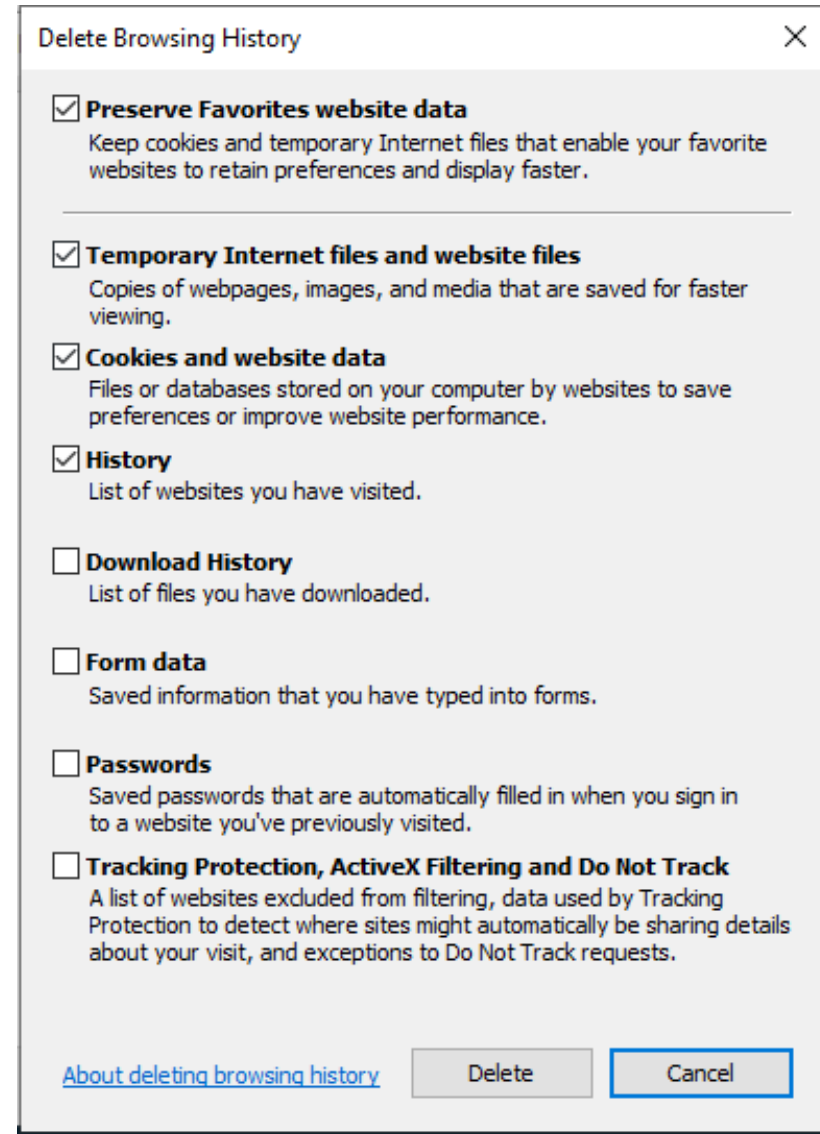
TRUSTED USERS: You may get faster decisions on your requests if you submit,

1. Positive COVID-19 test results by:
 - a. Email to mymedicaid@la.gov, or
 - b. Fax to 1-877-523-2987, or
 - c. Mail to P.O. Box 91283, Baton Rouge, LA 70821-9278.
2. Medical records and/or bills as soon as you get the auto-denial for applications for non-citizens. (please allow at least 7 - 14 days from submission before requesting status)
 - a. Upload using the Self-Service Partner Portal; or
 - b. Fax to (877) 523 - 2987 using the appropriate cover.
3. Bills for corrected 110MNPs
 - a. Upload using the Self-Service Partner Portal; or
 - b. Fax to (877) 523 - 2987 using the appropriate cover.

ACCESSIBILITY FEEDBACK

Option 1: Tools

- Select Tools from the IE toolbar
- Select “Delete Browsing History”
- Check the first four options
- Click on DELETE
- Close all IE windows and reopen

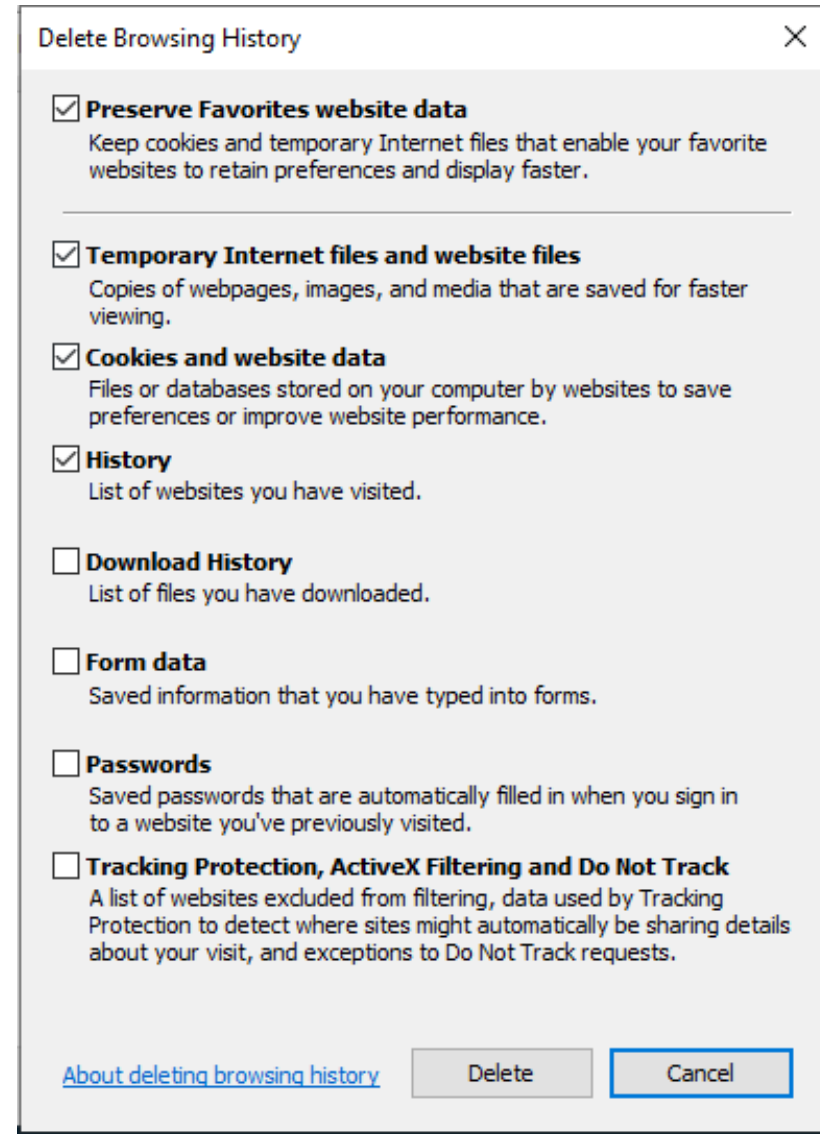


Option 2: Settings

- Select the Settings Wheel from the IE toolbar



- Select Internet Options
- On the “General” Tab
- Scroll down to “Browsing History”
 - Check Delete browsing history on exit
 - Click on DELETE
 - Check the first four options
 - Click on Delete
 - Click OK
- Close all IE windows and reopen



Demonstration

Reminders

- Check the AC Resource Library daily
- The AC-4 is no longer used and was removed from the AC Resource Library. Requests should be submitted using the Self-Service Partner Portal.

Application Center Program Monitor

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

Newborn Eligibility Program Monitor

- Shauna Meche
 - NEU@la.gov
 - (225) 342 - 6312

Outstation Program Manager

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

Medicaid Outreach Program Manager

- Paige Logan
 - Medicaid Outreach@la.gov
 - (225) 342 - 1646

Optional State Supplement Program Manager

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

Medicaid Eligibility Determinations Manager

- Miranda Winters
 - MEDT@la.gov

Eligibility Programs Team Manager

- Kathryn “Kate” Loechelt
 - Kathryn.Loechelt@la.gov
 - (225) 219 – 0912

Questions



QUESTION

If the applicant is homeless, how do we answer the question, “What is the person’s living arrangement?”

LIVING ARRANGEMENT

What is this person’s living arrangement?

In home
Nursing Home
Group Home
Medical Facility
Public Institution/Institution for Mental Disease
Incarcerated

CITIZENSHIP INFORMATION

ANSWER

The response to this question is used to build the assistance unit. Despite whether the applicant has a physical residence, if the applicant is not in one of the facilities listed, “IN HOME” is the appropriate selection.