

How to set up an Account in the Louisiana Medicaid Self-Service Portal

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Introduction

The Louisiana Medicaid Self-Service Portal (SSP) offers a variety of features that applicants and members can access. Users can apply through the SSP with or without creating an account. However, we highly recommend setting up an account. Doing so allows you to save your information and keep a record of your application for future reference. Those who create accounts on the SSP can also enjoy additional features, including:

- Checking benefit status.
- Ordering new Medicaid cards.
- Reporting changes, including the option to request closure.
- Renewing benefits.
- Viewing correspondence from Medicaid.
- Managing your online account.

Please note that some features may differ based on a person's enrollment status. For example, the option to renew benefits is only available in the SSP during the weeks leading up to a member's renewal date.

In this guide, we will take you through the steps of setting up an account in the Self-Service Portal at <https://MyMedicaid.la.gov> and linking your Medicaid case to your SSP account.

Section 1 – How to Set Up an Account and Log into the Self-Service Portal

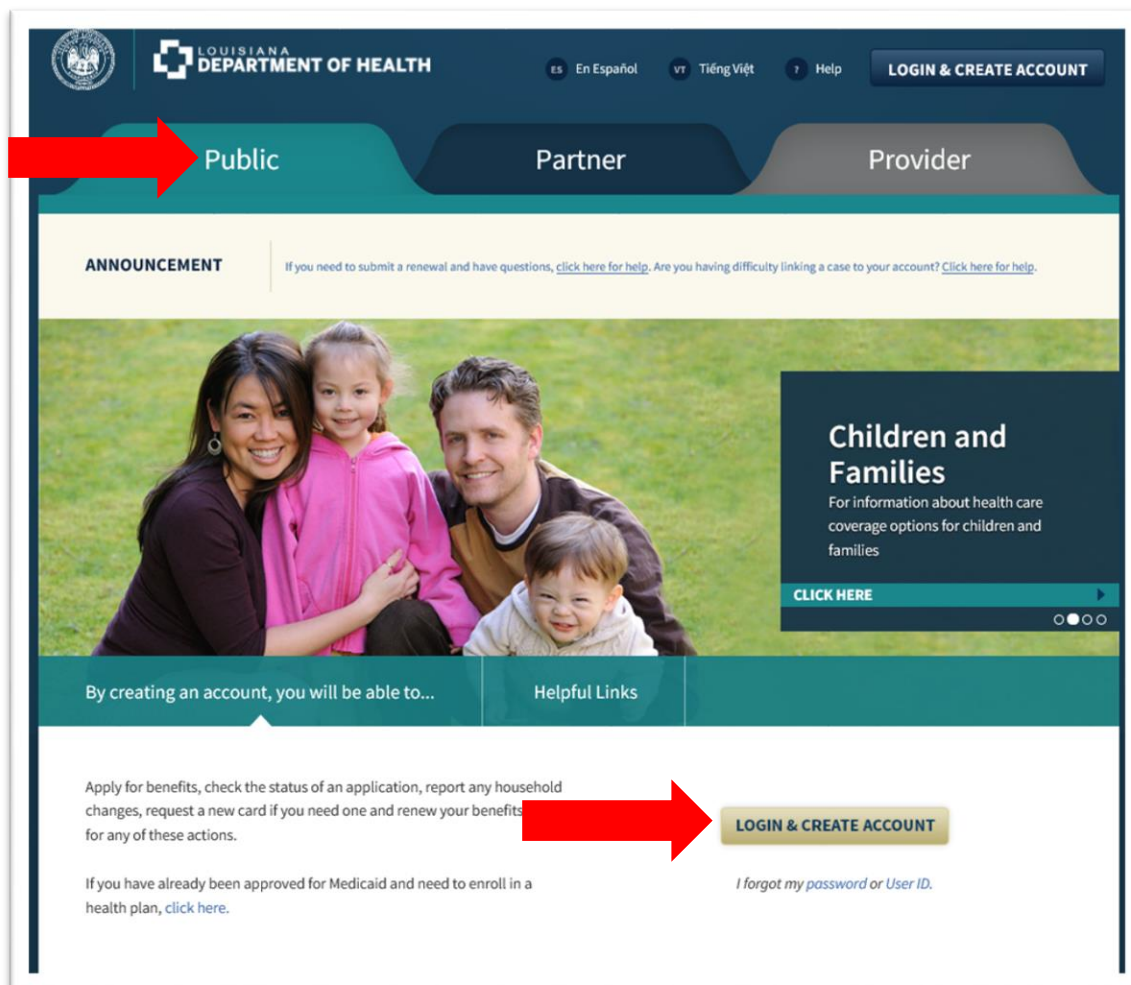
We recommend that Louisiana residents use the online Medicaid Self-Service Portal (SSP) to apply for benefits and update their case information.

Subsection 1.1 – How to Set up an Account in the Self-Service Portal

This section will guide you through the steps to create an account.

Go to <https://MyMedicaid.La.gov> on your computer, mobile device or smartphone. The picture on your screen may be different from the one shown below.

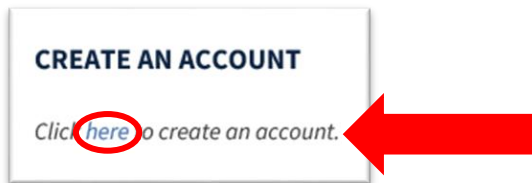
Make sure you are on the **Public** tab. Click on "**Login & Create Account.**"



You will then see the “**Login or Create an Account**” screen.

Follow the steps below.

1. On the **Login or Create an Account** screen, you will see a section called **Create an Account** and a link called **Click here to create an account**. Click on the word **here**.



2. You will see the **Create an Account** screen.

Step 1: Your Personal Information – Enter your name and email address. Please make sure you have access to the email account you provide. If you want to create a free email account, there are links on the page to websites that offer free email services.

A screenshot of a web form titled "STEP 1: YOUR PERSONAL INFORMATION" in bold blue text. Below the title, the text "Please fill in your name and email address below." is displayed. The form contains several input fields: "First Name:", "Middle Name:", and "Last Name:" each followed by a text box. Below these, a paragraph states: "In order to setup an account, you are required to enter an email address. If you do not have an email address, you can create one for free at [Gmail.com](#), [Outlook.com](#), or [Yahoo.com](#)." Below this paragraph are two more text boxes labeled "Email Address:" and "Confirm Email Address:". At the bottom, there is a label "Phone Number (this number must have text messaging capabilities):" followed by three separate text boxes for the number's digits, separated by hyphens.

Step 2: Account Credentials – You will need to create your own user ID, password and a six-digit numerical PIN. Be sure to save the user ID, password and PIN in a secure location. You will need them later. **DO NOT** use your email address as your User ID.

STEP 2: ACCOUNT CREDENTIALS

To create an account, you will need to create a user ID, password, and PIN. For each of these, you should choose something that's easy for you to remember but hard for other people to guess. **Keep in mind that you will need your PIN when electronically signing anything you submit to LDH.**

User IDs must have a minimum of 8 characters and a maximum of 64 characters. User IDs must contain at least 1 letter, and can contain numbers and the following special characters: "_", "@", "-", and "." (underscore, at symbol, hyphen, and period). User IDs cannot contain two consecutive allowable special characters.

• User ID:

Password must have a minimum of 8 characters and contain at least 3 of the following 4 categories: Numeric Character (0-9), English Uppercase (A-Z), English Lowercase (a-z), and special characters (, !@#\$%^&*()-_+{[=|/;:]}<>).

• Password:

• Retype Password:

PIN must be 6 numbers long and can only contain numeric characters (0-9).

• PIN:

Step 3: Security Check – Enter the letters and numbers from the image on the screen to prove you are not a robot.

STEP 3: SECURITY CHECK

Please enter the letters and/or numbers you see below. If you cannot tell what letter or numbers are being displayed, click on the "Refresh" button and the system will display new letters and/or numbers. If you are using screen reader software or cannot tell what the letter and/or numbers are, you can click on the "Listen" button and the system will read them to you (please note: your computer must be able to play sound and your volume must be on for this to work).

FT Y6 L8

• Refresh

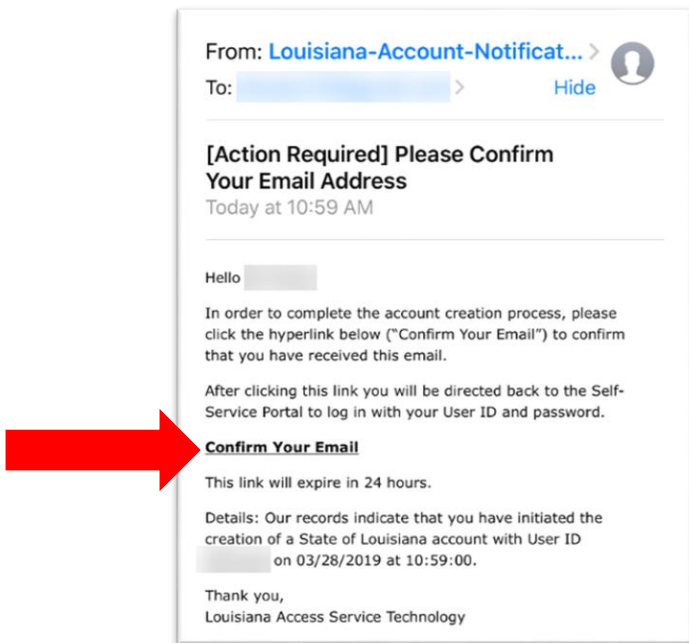
• Listen

• Enter the letters and/or numbers you see above:

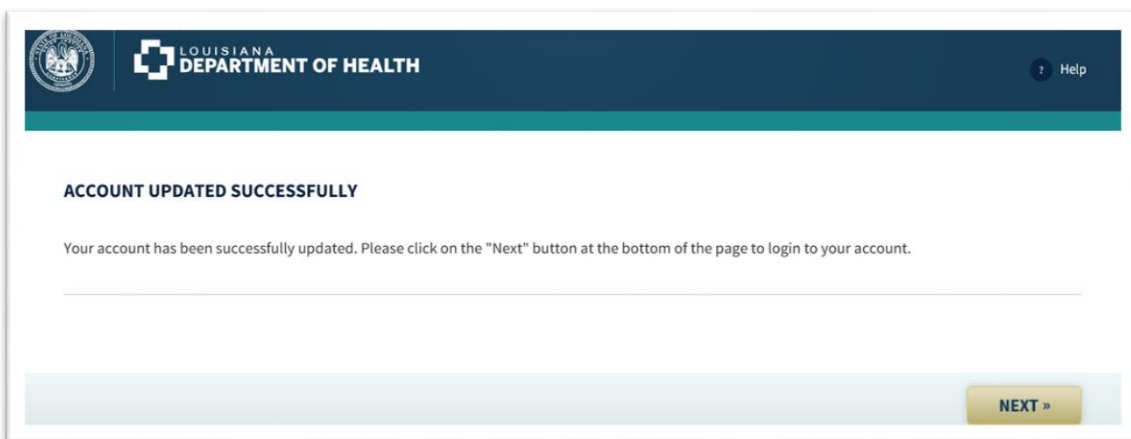
3. Click the **Create Account** button.



4. You will get an email from Medicaid asking you to click a link to finish creating your account. Click the link in the email to finish setting up your account.

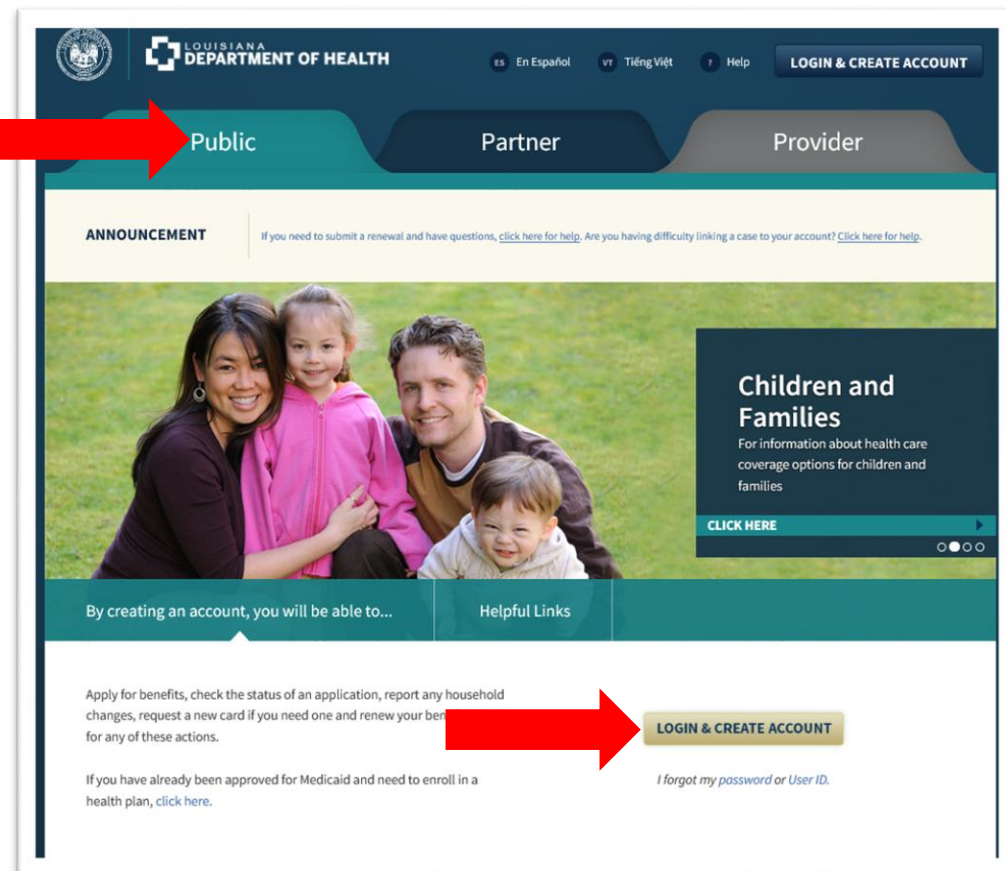


When you click on the link, you will see a page that verifies your account was updated successfully.



Subsection 1.2 – How to Log into the Self-Service Portal

After you create an account, you can log in. Go to <https://MyMedicaid.La.gov> on your computer, mobile device or smartphone. Make sure you are on the **Public** tab. Click on **Login & Create Account**.



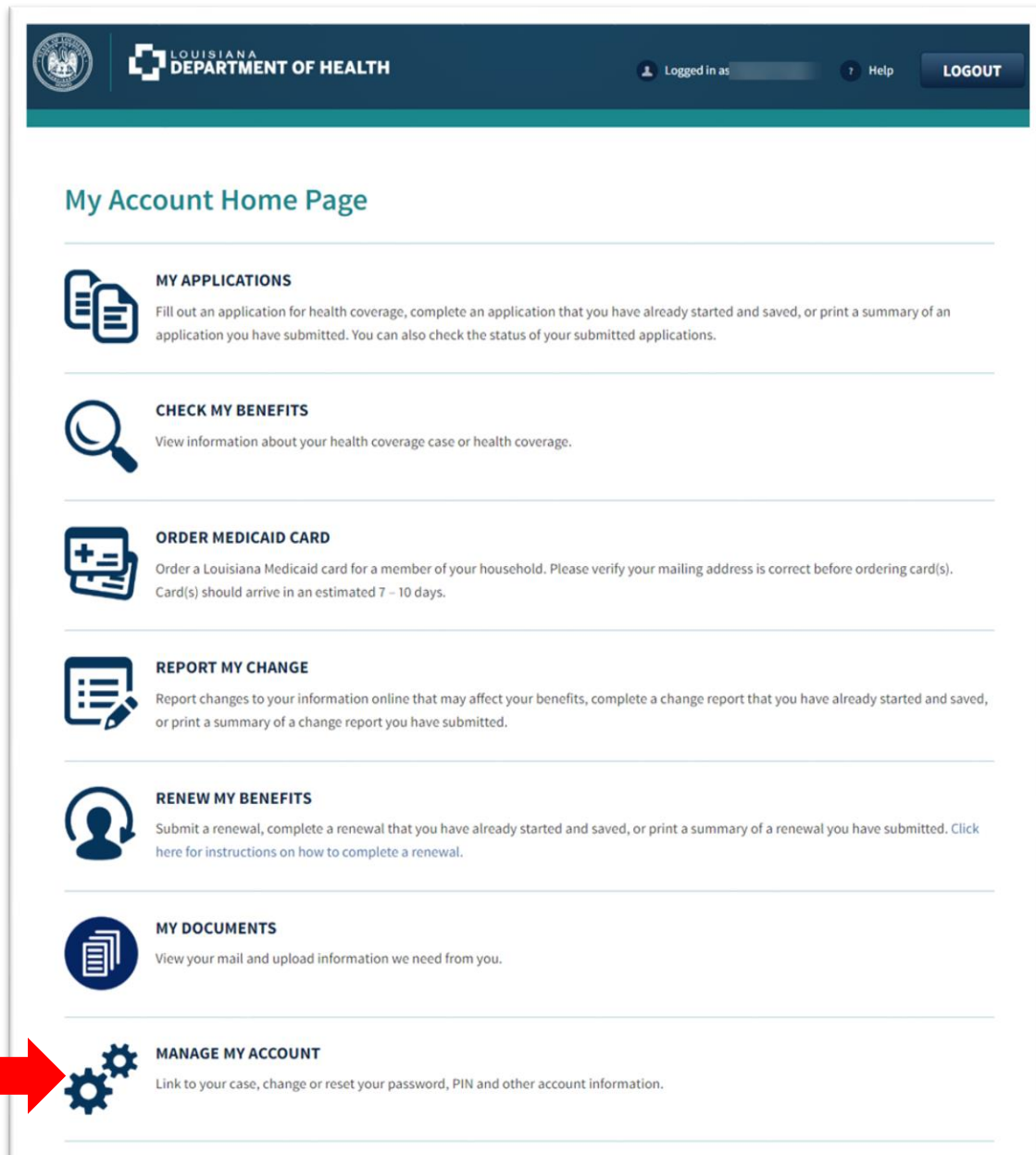
Enter your User ID and Password, and then click **Login**. If you do not remember your User ID or Password, click the links that say, “I forgot my User ID” or “I forgot my Password.”

The image shows the 'Login or Create an Account' page. The title 'Login or Create an Account' is at the top. Below it, the 'LOGIN' section is highlighted. A message states: 'If you had a user ID and password prior to November 2018, you must create an account to use our new system.' There are two input fields: '* User ID:' and '* Password:'. Red arrows point to these fields. To the right of each field is a link: 'I forgot my User ID' and 'I forgot my Password'. Below the input fields is a link 'Resend Confirmation Email'. At the bottom, there is a 'LOGIN' button. A red arrow points to this button. At the very bottom, there is a link: 'If you have already been approved for Medicaid and need to enroll in a health plan, click here.'

Subsection 1.3 – How to Link Your Medicaid Case to Your Self-Service Portal Account

Many features in the Self-Service Portal (SSP) are not available unless you link a Medicaid case to your SSP account.

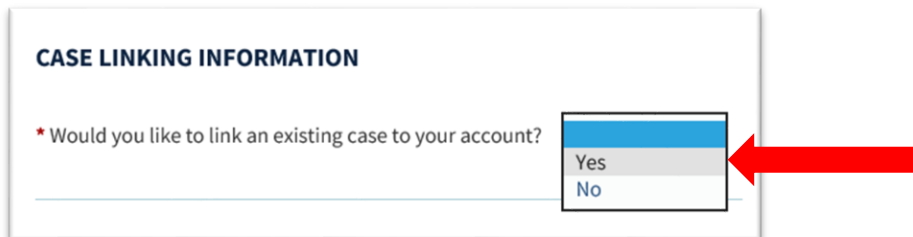
If you followed the steps in **Subsection 1.2**, you should have logged into the SSP and be able to see the **My Account Home Page**. Click on **Manage My Account**.



You will see the **Manage My Account** screen.

To link your Medicaid case, follow these steps:

1. Scroll to the bottom of the screen to the section called **Case Linking Information**. For the question, “Would you like to link an existing case to your account?” select “**Yes**” from the drop-down menu.

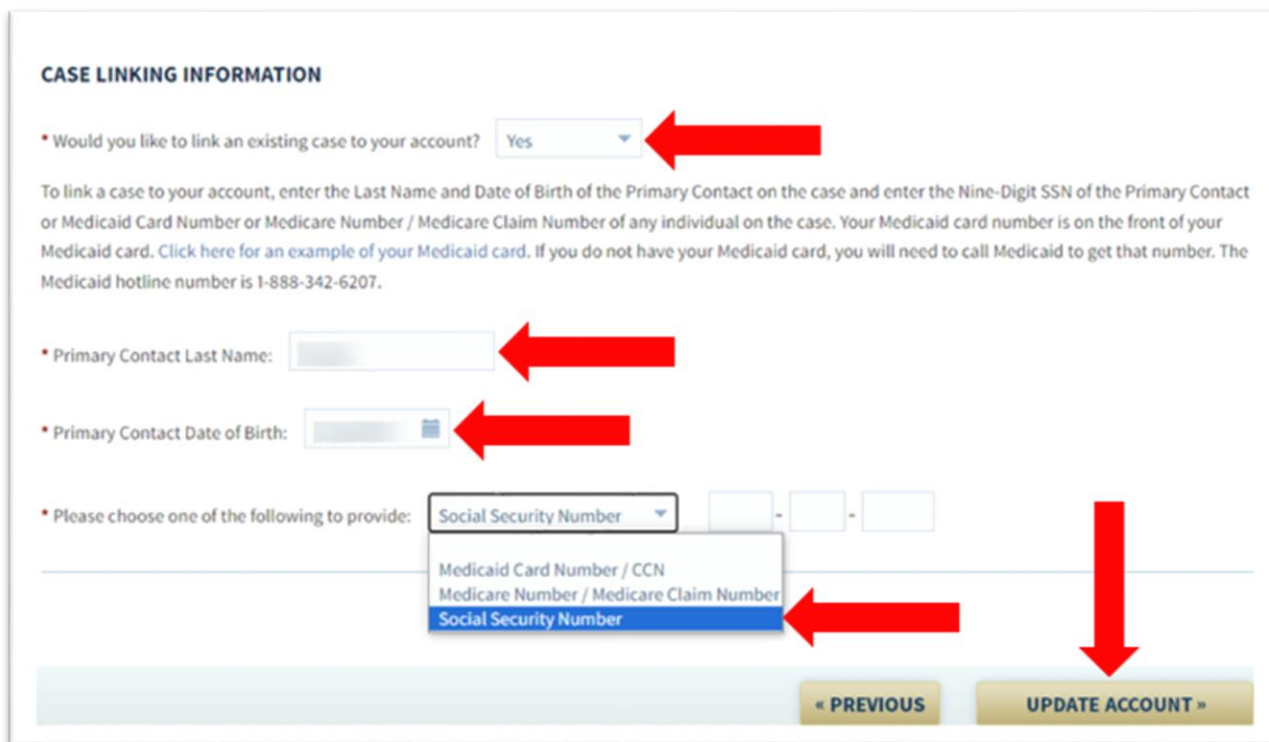


CASE LINKING INFORMATION

* Would you like to link an existing case to your account?

Yes
No

2. Provide the last name and date of birth for the primary contact person. Then, choose whether you want to provide a Medicaid Card Number/CCN, Medicare Number, or Social Security Number. Enter the corresponding number. Then click **Update Account**.



CASE LINKING INFORMATION

* Would you like to link an existing case to your account? Yes

To link a case to your account, enter the Last Name and Date of Birth of the Primary Contact on the case and enter the Nine-Digit SSN of the Primary Contact or Medicaid Card Number or Medicare Number / Medicare Claim Number of any individual on the case. Your Medicaid card number is on the front of your Medicaid card. [Click here for an example of your Medicaid card.](#) If you do not have your Medicaid card, you will need to call Medicaid to get that number. The Medicaid hotline number is 1-888-342-6207.

* Primary Contact Last Name:

* Primary Contact Date of Birth:

* Please choose one of the following to provide: Social Security Number

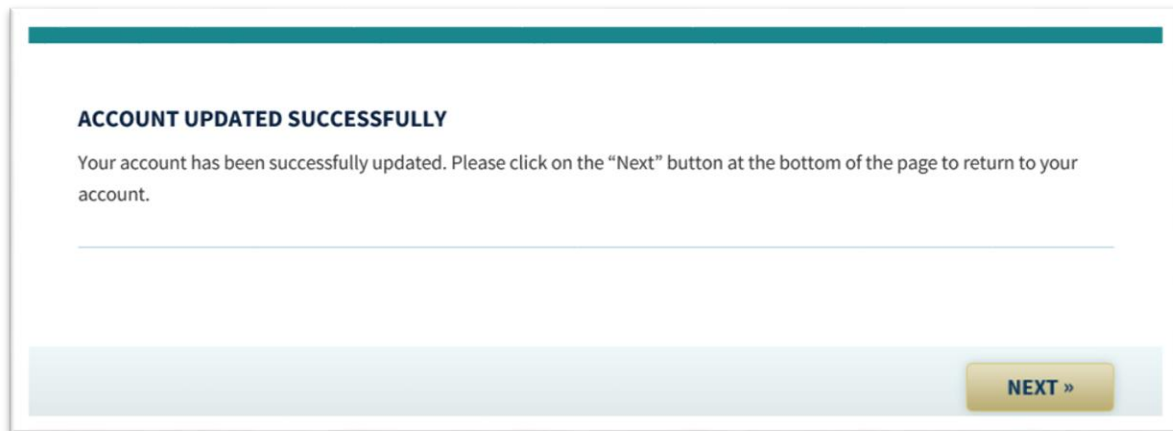
Medicaid Card Number / CCN
Medicare Number / Medicare Claim Number
Social Security Number

« PREVIOUS UPDATE ACCOUNT »

Note: Your **Medicaid Card Number/CCN** is on the front of your Healthy Louisiana card.



After you click Update Account, you will see a screen that verifies your account has been updated.



You have now linked your Medicaid case to your SSP account and can use SSP functions to manage your Medicaid case, including updating your address and requesting closure.

