To enroll as a LA Medicaid Application Center, the Application Manager, CEO or Administrator must create an account on the Partner Portal for the facility, Click the Partner Portal tab and then click Login & Enrollment.
Click the blue hyperlink that says Click here to enroll and Application Center and its satellite locations.
Complete all of the details on the Application Center Contractual Agreement. You must fill out all 8 sections to enroll your application center and satellite offices.

**Primary (Main) Application Center - Identifying Information:** This is where you enter the AC’s name and tax ID, and the name, phone number, and fax number of the AC’s primary point of contact.
**CEO/CFO Information**: Enter the name, date of birth, phone number, and email for either the CEO or CFO of your AC  

**Physical & Mailing Address**: Enter the physical and mailing addresses for the AC. If you note that the physical address is the same as the mailing address, the mailing address fields pre-populate and are disabled.
**Type of Facility**: Select a facility type from the drop-down menu. This includes, but is not limited to, Pharmacies, Hospitals, and Religious Organizations.

**Control of Facility**: Enter the control type from the drop-down menu or type it in if the control type is not available in the drop-down. This includes, but is not limited to, Federal Agencies, Charitable or Religious Organizations, and Privately Owned entities.
Types of Applications To Be Served For Medicaid Applicants: Check the box or boxes next to the types of applicants you intend to serve at your AC Add Satellite Application Center Location: If you have more than one physical location, select yes to enter the addresses for each location.
Once you click Next on the Application Center Contractual Agreement screen, you are asked to confirm the Physical and Mailing addresses you entered. Sometimes, the SSP will suggest a valid address to review. This valid address either matches what was entered on the previous screen or provides a slightly different suggested address based on information from an interface. It is important to review this information because if it is incorrect, it will affect the state’s ability to contact you and send payment information.
Once you finish entering the information for your primary location, you get the Electronic Funds Transfer (EFT) Enrollment Form. This screen appears for all primary and satellite AC locations. It has 3 sections:

**Contact Information:** Enter the contact information for the individual who is responsible for the AC’s finances.

**Account Information:** Enter information about the bank account where you want payments from the state to be deposited.

**Electronic Signature:** To agree to the terms, check the boxes, and enter your name as an electronic signature.
After you fill out the Contractual Agreement and Electronic Funds Transfer Enrollment Form screens for all AC locations, there are 3 screens you must agree to and electronically sign.

**Application Center Agreements & Responsibilities**: This screen outlines the responsibilities that you have as an application center to serve applicants and enrollees, and work with the state.

**Confidentiality Responsibilities/Agreement**: This screen outlines the federal regulations about confidentiality and precautions you should take to safeguard sensitive personal and medical information.

**HIPAA Business Associate Addendum**: This screen serves as an attachment to the confidentiality agreement, and further clarifies the responsibilities of Application Centers to handle personal and health information with care.

Take your time when reading through, acknowledging, and electronically signing all 3 of these agreements.
After reading, acknowledging, and signing all three of the agreement screens, you have successfully enrolled your AC! This screen confirms that the enrollment request has gone to the state. Here, you can also print a PDF of your enrollment request for your records, and take note of the LDH contact information in case you need to reach out with any questions.
Wait for an email from ApplicationCenter.Service@ia.gov that contains the Application Center ID before you register any Trusted Users.
Application Center Representative/Manager Enrollment

Trusted Users
Who needs a Trusted User Account?

- Application Center Manager
- Application Center Representative

After receiving your AC ID number, you will Enroll as a Trusted User. You will receive this from the Application Center Admin. Representatives and Managers need to enroll. CEOs and Administrators will be enrolled automatically using the information entered on the Application Center Contractual Agreement screen.
Step 1: Create Trusted User Account
After the CEO/Application Center Manager has received the Application Center ID, they need to distribute the App Center ID to anyone that needs to enroll as a Trusted User.

Click the Partner Portal tab and then click Login & Enrollment.
Click the blue hyperlink that says Click here to create your Trusted User Account.
After indicating that you want to enroll as a Trusted User, you are taken to the Create A Trusted User Account screen.

**Step 1:** Fill out your contact information like name and email address, and phone number.
Step 2: Create account credentials including User ID, Password and PIN. Make a note of the details that you provide, you will need them in the future.
Step 3: Complete security check. Click Create Account.
You’ll get the Confirm Your Email Address screen explaining that you will receive an email with your validation link shortly. You can click exit.
Check your email for a unique link to confirm your email address.
Click the Confirm your email hyperlink.
This is the screen that appears after clicking the link in the email. Clicking Next takes you back to Application Center Login & Enrollment Page.
Step 2: Request Trusted User ID
Log in with the **User ID** and **Password** you just created.
Click Login.
Click the Request for Trusted User ID hyperlink.
The Application Center Request for Trusted User ID screen has 4 sections:

**Request for Association to an Application Center:** When you request your Trusted User ID you have to associate it with an Application Center using the App Center Location ID. If you don't know the location ID, ask the App Center Administrator. If you work at more than one facility, you can associate your Trusted User ID with more than one location.

**Your Information:** This section asks for your name, sex, date of birth, phone number, and email address.
**HIPAA Business Associate Addendum**: Read the HIPAA Business Associate Addendum carefully to understand what you need to do to protect the personal and health information of applicants and enrollees

**Electronic Signature**: After reviewing the information you entered, check the boxes to indicate that you have provided true, complete, and correct information and that you have read the HIPAA Business Associate Addendum. Then enter your first name and last name to sign.
The Confidentiality Responsibilities and Agreement screen is separated into 3 sections:

**Federal Regulations**: This section outlines what you need to know about the federal regulations about protecting applicant and enrollee information.

**Precautions in Safeguarding Information**: This section highlights precautions you can take to safeguard sensitive personal and medical information.

**Electronic Signature**: After reviewing the information you entered, check the boxes and enter your first name and last name. Click **Next** to proceed.
After clicking Next on the Confidentiality Responsibilities & Agreement screen, you get the Confirmation screen. This means that the request for your Trusted User ID has gone to the state for review. You have the option to view a PDF of the Request Summary.
Wait for an email from LAMedicaid.Training@la.gov that contains the link to your training curriculum and details for logging into Coursemill.
Step 3: Complete Training on Coursemill
After the Curriculum is completed on CM, you will receive an email from ApplicationCenter.Service@la.gov with your Trusted User ID.
Step 4: Link Trusted User ID to Trusted User Account
Click **Manage my Account** to proceed.
In the Application Center Linking Information section, select **Yes** for the question, *Do you have a Trusted User ID.* Enter your **Last Name, Date of Birth, and Trusted User ID.** Click **Update Account.**
When you return to the My Application Center Home Page, you will see that the Request Trusted User ID section has disappeared, and there are three new sections: Applications, Report a Change, and Update Profile. If you are a manager or CEO/CFO, you will see extra sections as well, such as Payment History and Update Application Center, Location, and Representative Profiles.