How to Upload Documents in the Medicaid Self-Service Portal

A Medicaid Guide for the Online Self-Service Portal

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LOUISIANA DEPARTMENT OF HEALTH
Medicaid

Contents

Introduction

Starting in June 2019, people who apply for or get Louisiana Medicaid can submit documents online through the Self-Service Portal (SSP). Use this guide to help with uploading documents in the SSP.

Section 1 – When to Submit Documents to Medicaid

Medicaid will send you a letter when they need documents to verify the information you reported. They will only request items they need to determine if case members qualify for Medicaid. The most common thing Medicaid will ask for is proof of income, like check stubs from a job. If you have access to the Internet on a computer, mobile device or smartphone, you can scan documents or take pictures of documents and submit them online in the Louisiana Medicaid Self-Service Portal (SSP).

Section 2 – How to Set Up an Account and Log into the Self-Service Portal

Using the online Self-Service Portal (SSP) is the fastest way to submit documents to Medicaid. To do this, you will need to create an account.

Subsection 2.1 – How to Set Up an Account in the Self-Service Portal
Go to https://MyMedicaid.La.gov on your computer, mobile device or smartphone. If you already have an account, skip ahead to **Subsection 2.2**. The picture on your screen may be different from the one shown below.
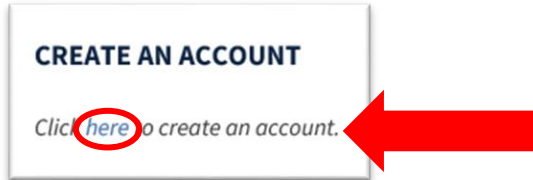
Make sure you are on the **Public** tab. Click on the link labeled **Login & Create Account**.
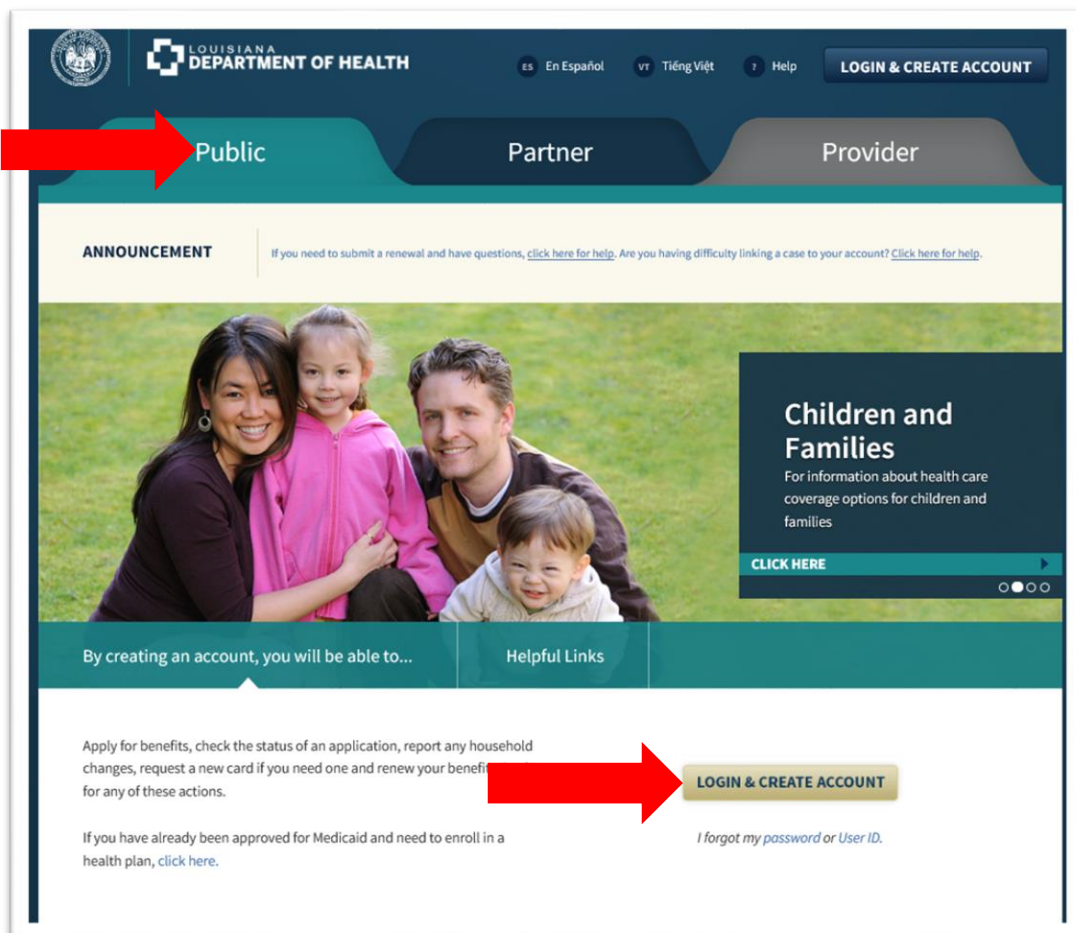
You will then see the **Login or Create an Account** screen.

Follow the steps below.

A. 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**.

B. You will see the **Create an Account** screen.
   **Step 1: Your Personal Information** – Enter your name and email address. You will need an email address and access to that email. If you want to create a free email account, there are links on the page to websites you can visit.
   Step 2: Account Credentials – You will need to create your own user ID, password and a six-digit numerical PIN number. Be sure to save the user ID, password and PIN in a safe place. You will need them later. **Note:** DO NOT use your email address as your User ID.
   **Step 3**: **Security Check** – Enter the letters and numbers from the image on the screen to prove you are not a robot.

C. Click the **Create Account** button.

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.
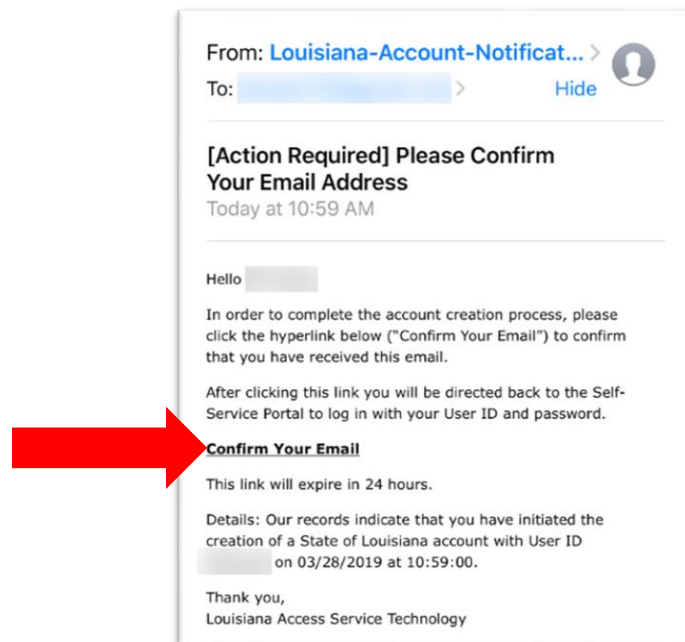
When you click on the link you are brought to a page that verifies that your account was updated successfully.
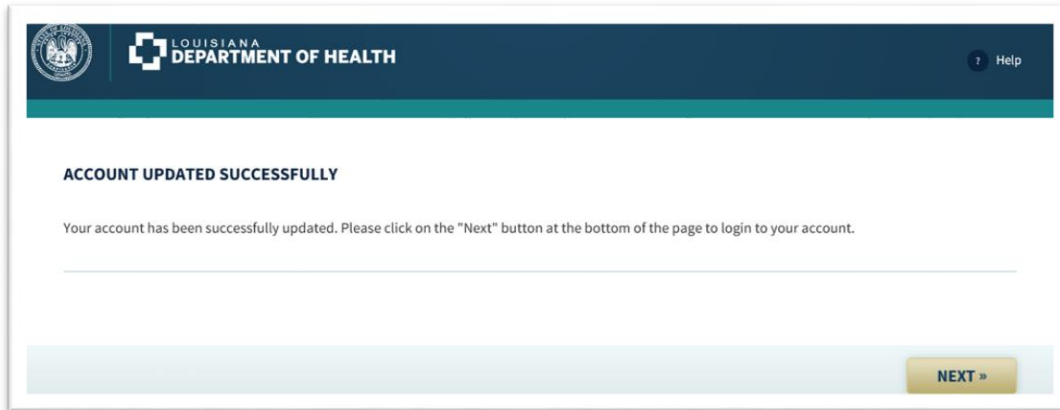
Subsection 2.2 – How to Log into the Self-Service Portal

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**. The picture you see on your screen may be different from the one below.
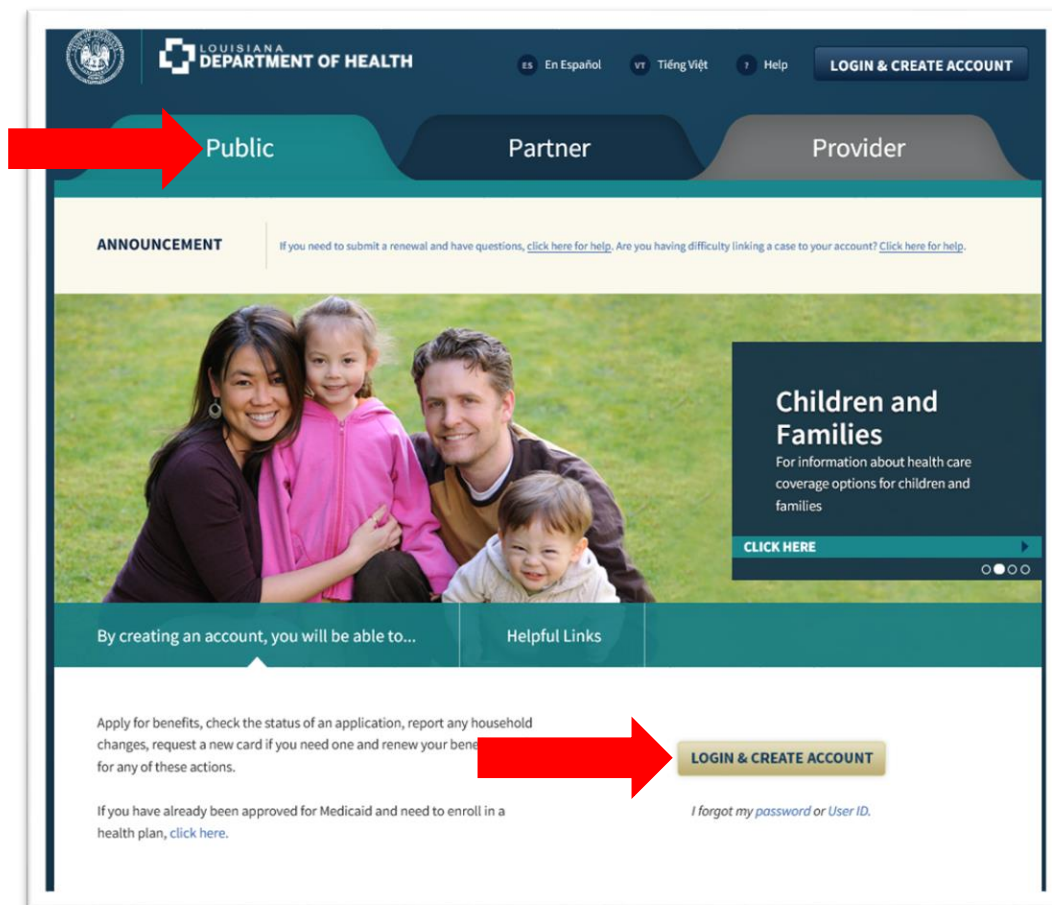
Enter your User ID and Password and then click **Login**. If you do not remember your User ID or Password, click the links that say, "I forgot my User ID" or "I forgot my Password."

Subsection 2.3 – How to Link Your Medicaid Case to Your Self-Service Portal Account

Many features in the Self-Service Portal (SSP), including uploading a document, are not available unless you link a Medicaid case to your SSP account. If you have already linked your Medicaid case to your SSP account, skip ahead to **Subsection 2.4**.
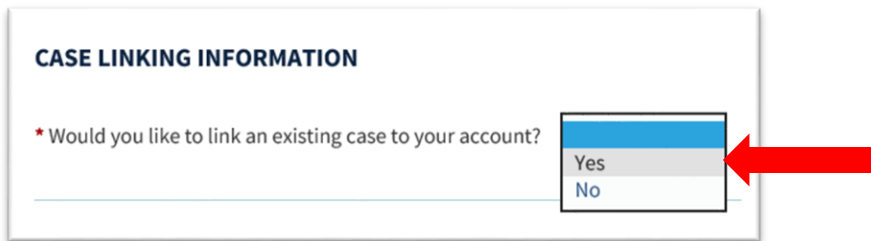
If you followed the steps in **Subsection 2.2,** you have logged into the SSP and should see the **My Account Home Page**. Click on **Manage My Account**.
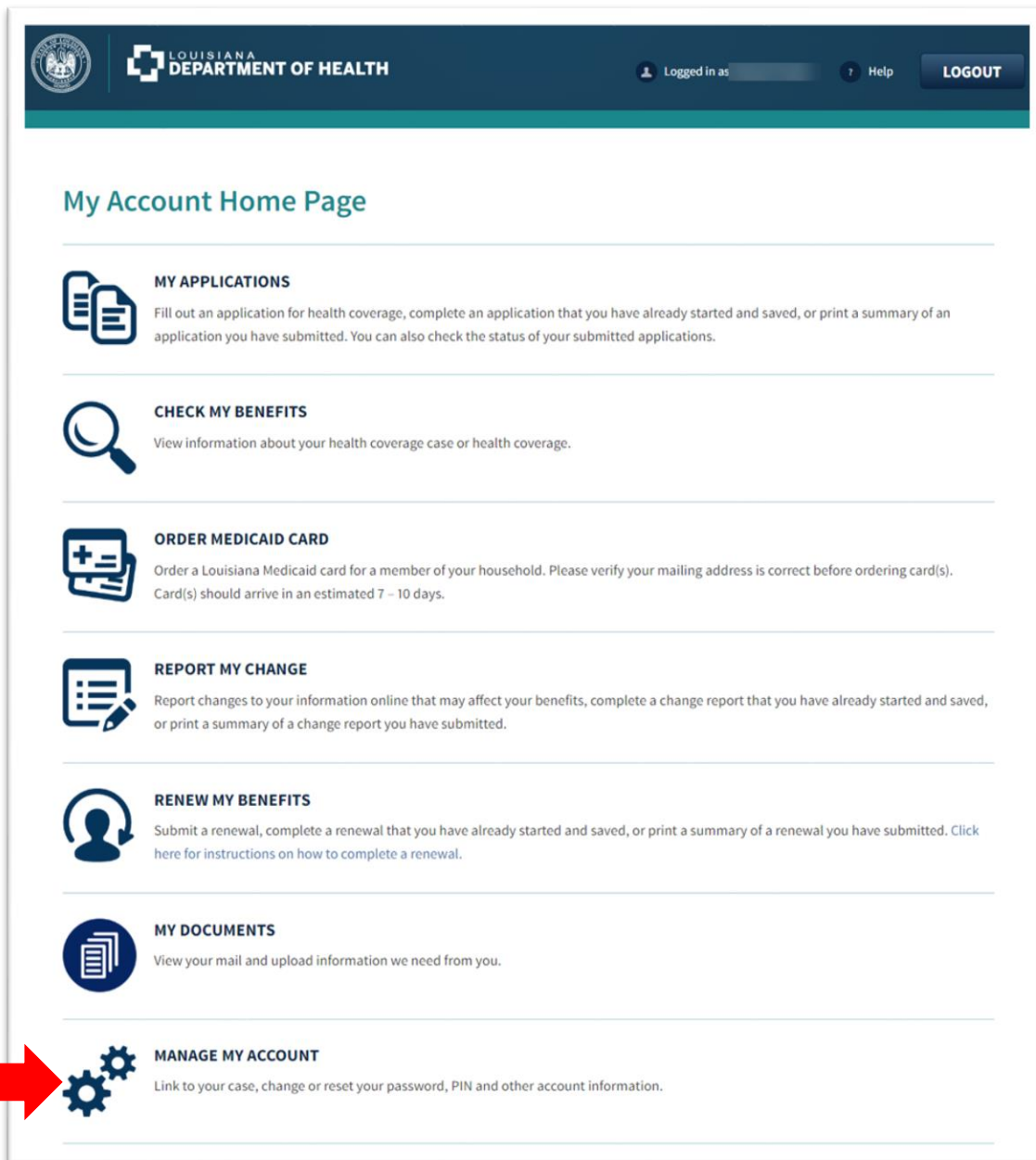
You will see the **Manage My Account** screen.

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.
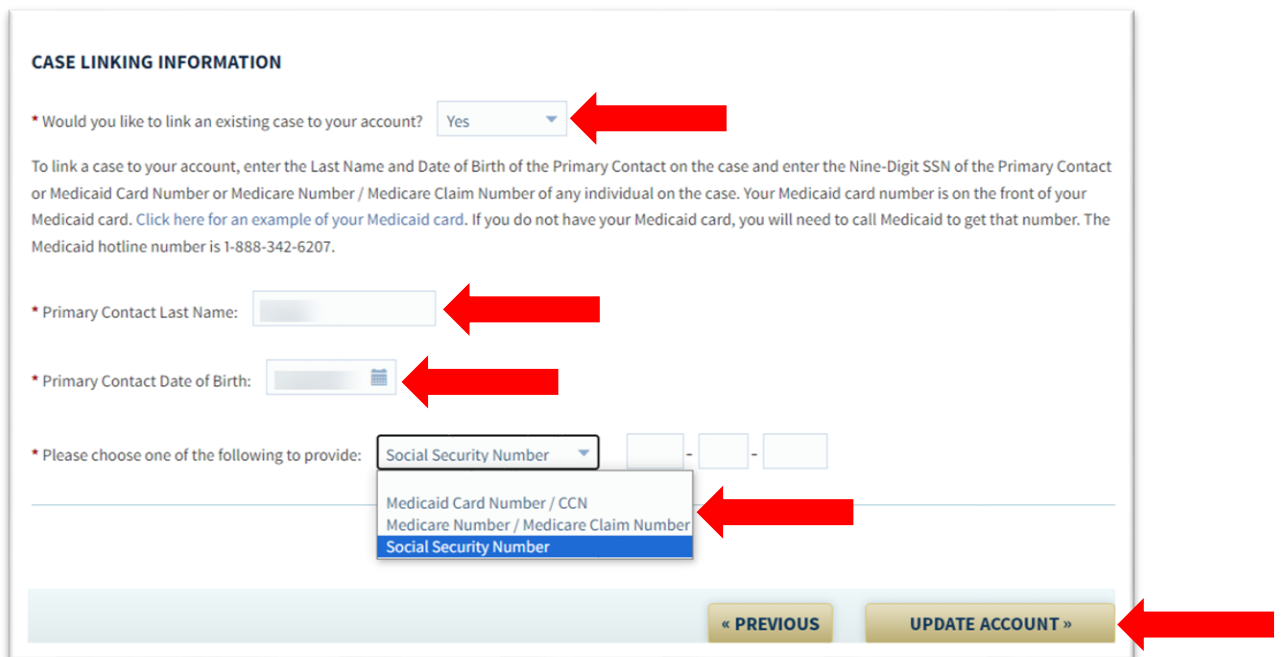

2. Provide the last name and date of birth for the Primary contact person. Then, choose whether you want to provide a Medicaid Card Number/CCN, Medicare Number or Social Security Number. Enter the corresponding number. Then click **Update Account**.

Note: Your **Medicaid Card Number/CCN** is on the front of your Healthy Louisiana card.
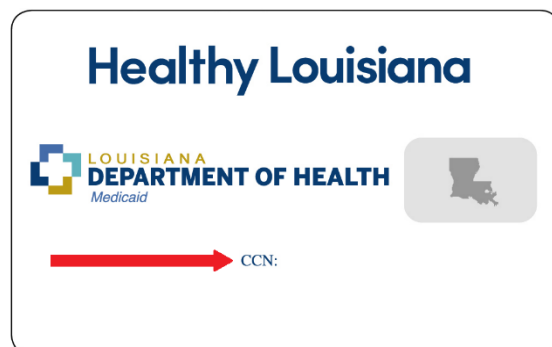
After clicking on **Update Account** you will see a screen that verifies that your account was updated.

ACCOUNT UPDATED SUCCESSFULLY

Your account has been successfully updated. Please click on the "Next" button at the bottom of the page to return to your account.

NEXT »
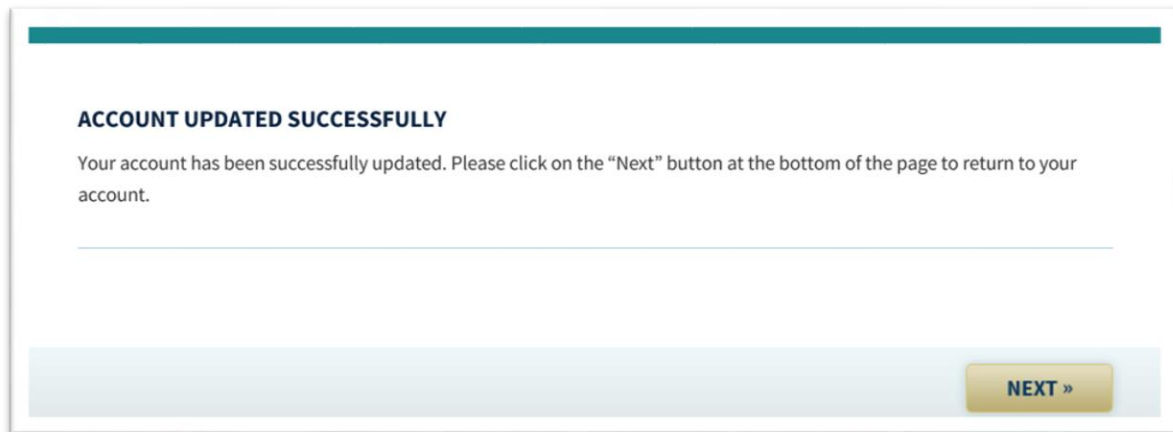
You have now linked your Medicaid case to your SSP account.

## Section 3 – How to Submit Documents if You Have an Existing Medicaid Case

If you created an account and submitted a Medicaid application through the Self-Service Portal (SSP), you can upload documents in the SSP.

**Subsection 3.1 – How to Submit Documents through "My Applications"**
If you created an account in the Self-Service Portal (SSP) and applied for Medicaid, you can submit documents through the SSP.

Step 1: Log in using the steps in **Section 2**.

Step 2: You will see the **My Account Home Page**. Click on **My Applications**.
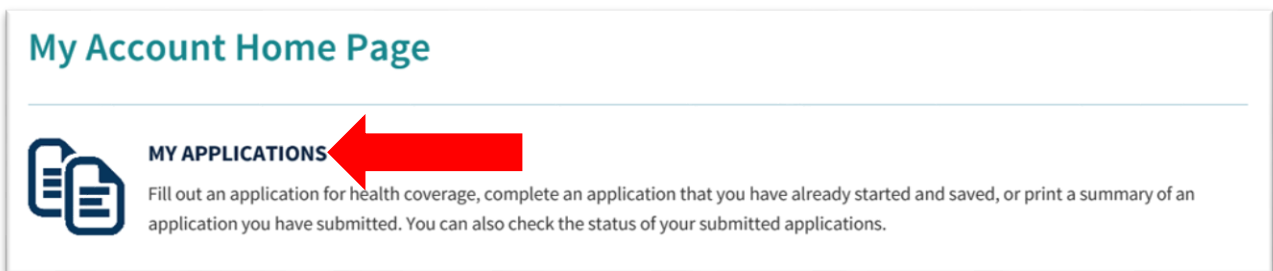
Step 3: If Medicaid needs documents to verify what you reported, you will see the word **View** in the column titled **Requested Verification**. Click on the word **View** to see a popup screen with a summary of the items Medicaid needs from you.
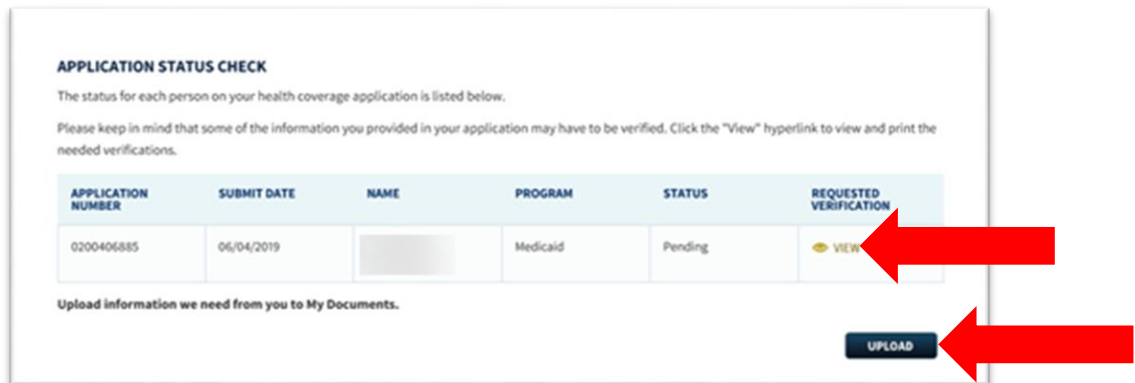
To submit the electronic document, click on **Upload**.

The **Upload a Document** page displays.

UPLOAD A DOCUMENT

① * Document Type: `< click here to choose >` ▾

* Select Person this document relates to:

② ☐
👤 ▮▮▮▮

* Upload a Document: ▭▭▭▭▭▭▭ [BROWSE] **③**

*Uploads are limited to file types of .pdf, .png, .jpeg and .tiff with a maximum size of 3 Megabytes.

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).

Q N×T D 2   ↻ Refresh
             🔊 Listen

* Enter the letters and/or numbers you see above: **④** ▭▭▭ [RESET] **⑤** [UPLOAD]

⑥ UPLOADED DOCUMENTS

UPLOAD DATE	CASE NUMBER	DOCUMENT TYPE	RELATES TO	VIEW DOCUMENT
06/04/2019	▮▮▮▮▮	Trust Account	▮▮▮	👁 VIEW
06/03/2019	▮▮▮▮▮	Earned Income	▮▮▮▮	👁 VIEW
06/03/2019	▮▮▮▮▮	Earned Income	▮▮▮	👁 VIEW

[BACK TO MY ACCOUNT]

Step 4: Complete the **Upload a Document** screen.

❶ Click the drop-down next to **Document Type** and choose the type of document you will upload. For a list of examples of these types of documents, see the table in **Section 5**.

a.	Earned Income	k.	Social Security Number
b.	Unearned Income	l.	US Citizenship
c.	Medical Bills	m.	Bank Account(s)
d.	Medical Records	n.	Burial Plot
e.	Treatment for Breast or Cervical Cancer	o.	Life Insurance
		p.	Real Property
f.	Transfer of Resource Acknowledgment	q.	Stocks Bonds
		r.	Trust Account
g.	Date of Death Info	s.	Vehicle Value
h.	Health Coverage Details	t.	Other Resource
i.	Immigration Status	u.	Other Document
j.	Pregnancy		

❷ Check the box next to the person to whom this document relates.

❸ Click the **Browse** button. Find and select the file on your computer or device.

❹ Enter the numbers and letters shown in the box to prove you are not a robot.

❺ Click **Upload.**

❻ The **Uploaded Documents** table displays at the bottom of the screen. You may need to scroll down to see this section. Click the link titled **View** to see the document that you uploaded.
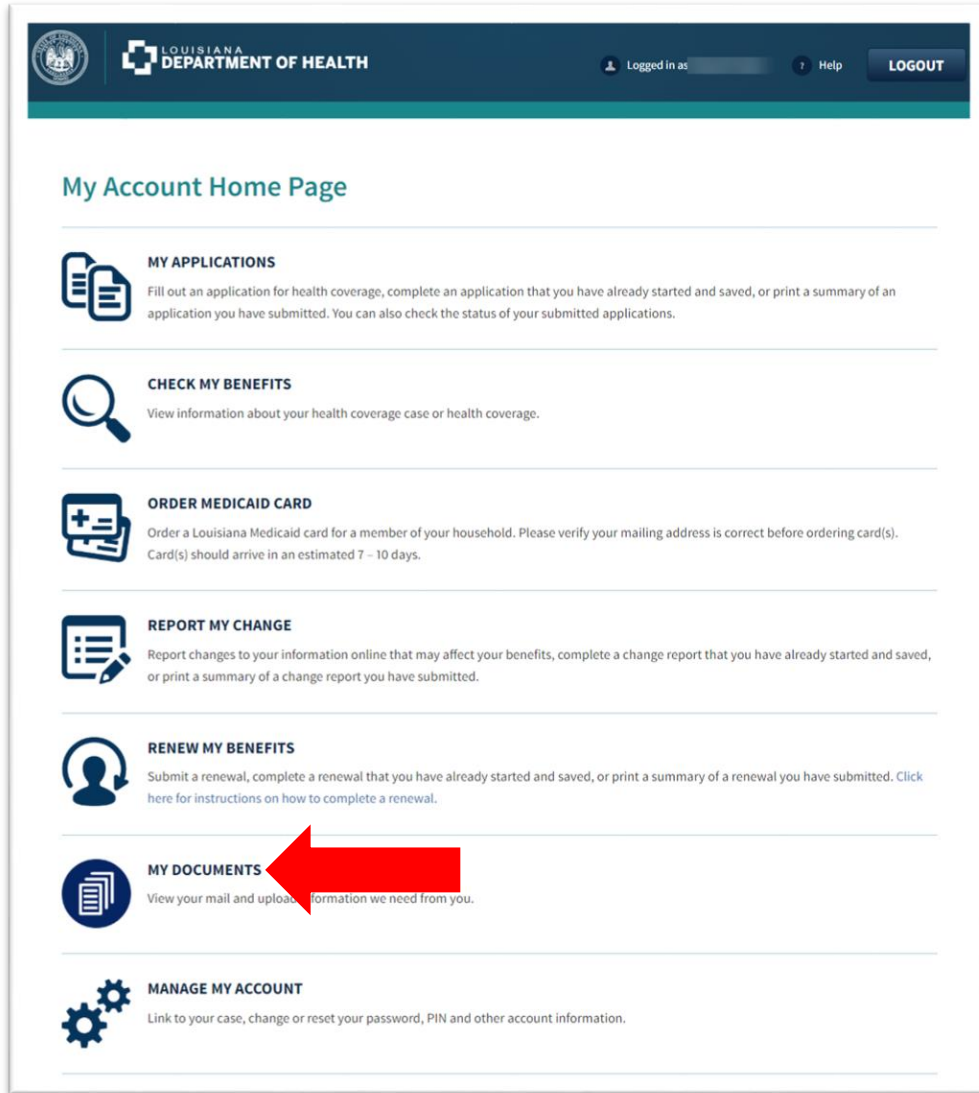
You have successfully uploaded a document to the SSP.

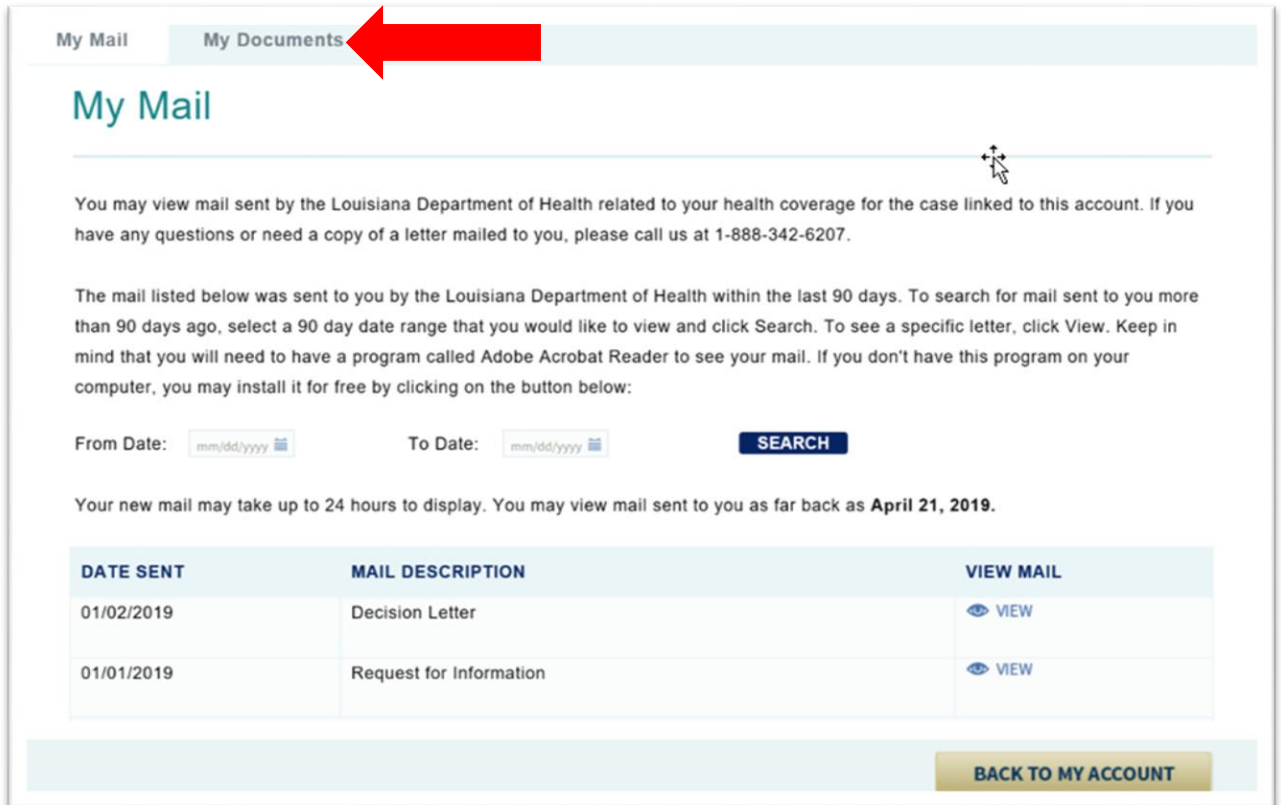**Subsection 3.2 – How to Submit a Document through "My Documents"**

If you created an account in the Self-Service Portal (SSP) and get Medicaid benefits, you can upload documents in the SSP.

Step 1: Log in using the steps in **Section 2**.

Step 2: You will see **My Account Home Page**. Click on **My Documents**.

Step 3: The **My Mail** screen displays. Click on **My Documents**.

The **My Documents** screen displays.

Step 3: Complete the **My Documents** screen.

❶ If you click on the button titled **Types of Proof**, you will see a **Required Verification** popup screen that lists the verifications that Medicaid needs.

❷ Click the drop-down next to **Document Type** and choose the type of document you will upload. For a list of examples of these types of documents, see the table in **Section 5**.

a. Earned Income
b. Unearned Income
c. Medical Bills
d. Medical Records
e. Treatment for Breast or Cervical Cancer
f. Transfer of Resource Acknowledgment
g. Date of Death Info
h. Health Coverage Details
i. Immigration Status
j. Pregnancy
k. Social Security Number
l. US Citizenship
m. Bank Account(s)
n. Burial Plot
o. Life Insurance
p. Real Property
q. Stocks Bonds
r. Trust Account
s. Vehicle Value
t. Other Resource
u. Other Document

❸ Check the box next to the person to whom this document relates.

❹ Click the **Browse** button. Find and select the file on your computer or device.

❺ Enter the numbers and letters in the box to prove you are not a robot.

❻ Click **Upload**.

❼ The **Uploaded Documents** table displays at the bottom of the screen. You may need to scroll down to see this section. Click the link titled **View** to see the documents that you uploaded.

You have successfully uploaded a document in the SSP.

Subsection 3.3 – How to Submit a Document through "Check My Benefits"

If you created an account in the Self-Service Portal (SSP) and get Medicaid benefits, you can upload documents in the SSP.

Step 1: Log in using the steps in **Section 2**.

Step 2: You will see the **My Account Home Page**. Click on **Check My Benefits**.

Step 3: The **Check My Benefits** screen displays. Click on **View Details**.

CHECK MY BENEFITS

The table below lists health coverage cases that you are a part of. Click on the "Manage My Account page" link to link a case to your account. After you link a case to your account, you can click the "View Details" link to see more details about your case.

MY CASES

CASE STATUS	CASE NUMBER	PRIMARY CONTACT	ADDRESS	VIEW DETAILS
Closed				👁 VIEW DETAILS

If you would like to link a case, you may do so by going to the Manage My Account page.
If you would like to change your address, you may do so by going to Report My Change.

BACK TO MY ACCOUNT

Step 4: The **Case Details** Screen displays. Click on **Upload**.

The **Upload a Document** page displays.

Step 4: Complete the **Upload a Document** screen.

❶ Click the drop-down next to **Document Type** and choose the type of document you
will upload. For a list of examples of these types of documents, see the table in
Section 5.

a. Earned Income
b. Unearned Income
c. Medical Bills
d. Medical Records
e. Treatment for Breast or
   Cervical Cancer
f. Transfer of Resource
   Acknowledgment
g. Date of Death Info
h. Health Coverage Details
i. Immigration Status
j. Pregnancy

k. Social Security Number
l. US Citizenship
m. Bank Account(s)
n. Burial Plot
o. Life Insurance
p. Real Property
q. Stocks Bonds
r. Trust Account
s. Vehicle Value
t. Other Resource
u. Other Document

❷ Check the box next to the person to whom this document relates.

❸ Click the **Browse** button. Find and select the file on your computer or device.

❹ Enter the numbers and letters in the box to prove you are not a robot.

❺ Click **Upload**.

❻ The list of documents shows up in the **Uploaded Documents** table at the bottom of the screen. You may have to scroll to get to the table. Click on **View** to see the document that you uploaded.

Section 4 – How to Know if Medicaid Received Documents You Uploaded

If you uploaded documents in the Self-Service Portal (SSP), you can see them in your SSP account. This feature is only available for users who get Medicaid benefits and have linked their Medicaid case to an account in the.

Step 1: Log into the SSP using instructions in **Section 2**.
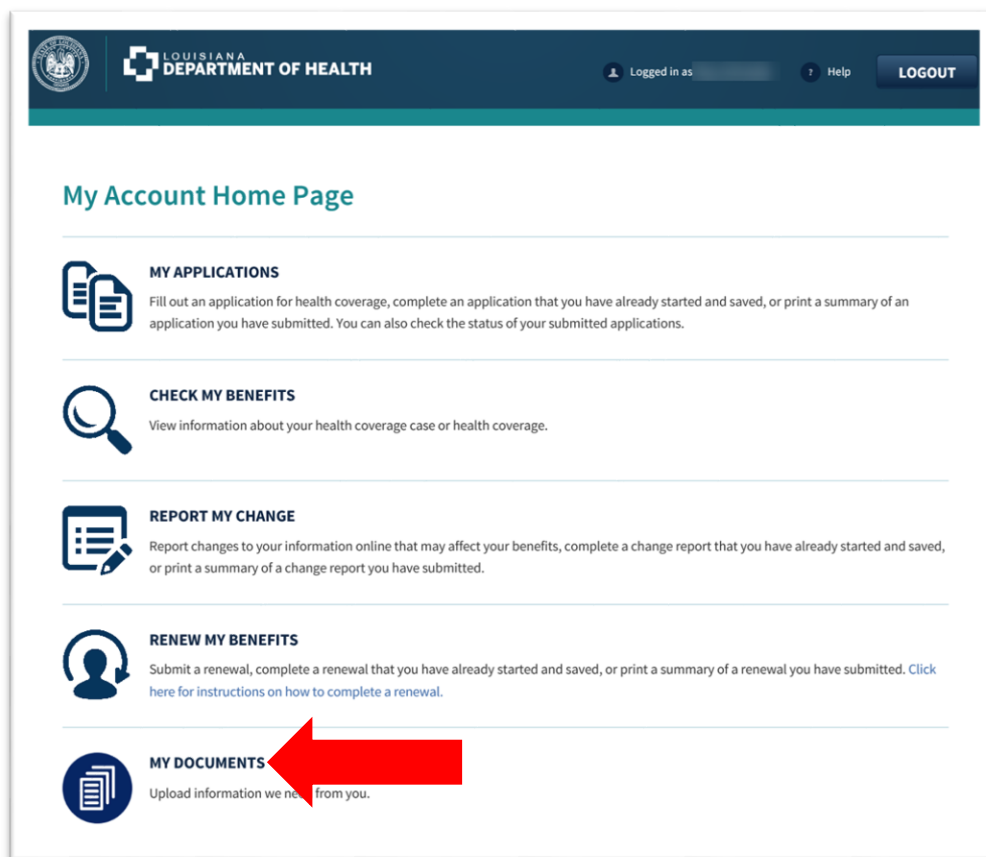
Step 2: The **My Account Home Page** displays. Click on **My Documents**.

Step 3: The **My Mail** screen displays. Click on **My Documents.**

Step 4: When the **My Documents** page displays, scroll to the bottom and look for the **Uploaded Documents** table.

If Medicaid received a document, a hyperlink displays with the word **View**. Click on **View** to see the document that you uploaded. The document opens in a new window.

If **N/A** appears in the column titled **View Document**, then Medicaid did not receive a document with that document type.

Section 5 – Types of Documents

Below is a list of document types that Medicaid may ask for and examples of those documents. If you need help, call Medicaid at 1-888-342-6207.

Document Type	Example
Earned Income	To prove the gross (before deductions) amount of money you get from a job, provide a pay stub or statement from your employer. To prove the amount of money you get from self-employment, provide last year's tax return, including all schedule attachments.
Unearned Income	To prove the gross (before deductions) amount of unearned income you get from sources like retirement, pension, annuities or any other income, provide a tax document like a tax form 1099, or provide a statement or letter from the source showing the current gross amount of income.
Medicaid Bills	Provide a medical bill or statement to prove the amount you owe the medical provider. If you have a primary insurance, such as Blue Cross or Medicare, then Medicaid will need to know the amount owed after your primary insurance has paid.
Treatment for Breast or Cervical Cancer	Provider a medical report from an approved provider in the Louisiana Breast and Cervical Health Program. See the list of approved providers at www.lbchp.org.
Transfer of Resource Acknowledgment	To prove the transfer of items that you gave away, provide a courthouse record, act of donation, signed agreement of donation, or bill of sale. Also, provide a statement of the values of any items that were given away.
Date of Death Info	To prove the date of death, provide a death certificate or obituary.
Health Coverage Details	To prove health insurance coverage details, provide copies of the front and back of the health insurance cards.
Immigration Status	To prove immigration status, provide a copy of the permanent resident card or other forms from U.S. Citizenship and Immigration Services.
Pregnancy	To prove pregnancy, provide a medical report showing the expected date of delivery.
Social Security Number	To prove the Social Security Number, provide a copy of the Social Security card.

US Citizenship	To prove U.S. Citizenship, provide a copy of a birth certificate, U.S. Passport or hospital birth record.
Bank Accounts	To prove the amount of money available in a bank account, provide all pages of the most recent bank statements for all bank accounts, showing names on the accounts, account numbers, name and address of the bank, and all deposits and withdrawals for accounts.
Burial Plot	To prove the value of burial plots, provide copies of statements that show the values of burial spaces and how much is owed.
Life Insurance	To prove the value of life insurance, provide copies of all life and burial policies.
Property	To prove the value of the real property, like a home or property, provide a statement showing the fair market value as stated by someone who has knowledge of determining fair market values, like an appraiser or realtor. Also, provide proof of what percentage of the property is owned by the applicant.
Stocks and Bonds	To prove the value of stocks and bonds, send copies of statements showing the current values.
Trust Account	To prove the value of trust accounts, send a copy of trust documents filed at the courthouse.
Vehicle Value	For vehicles, send a copy of the title or vehicle registration. Medicaid will use the value as listed online on the National Automobile Dealers Association (NADA) site.
Other Resource	For other resources, send legal documents showing proof of ownership and statements showing the current value.
Other Document	If you need help to determine what documents to send, call Medicaid at 1-888-342-6207.