

How to View Letters in the Medicaid Self-Service Portal

A Medicaid Guide for the Online Self-Service Portal

October 12, 2023

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Introduction

People who get Louisiana Medicaid have the option to view letters in the Self-Service Portal instead of getting paper copies in the mail.

Below are some reasons why Medicaid may send letters:

- To tell you when you have been approved or denied for coverage.
- To tell you when it's time to renew your eligibility.
- To request information or proof of things like paystubs from a job.

This guide explains how to sign up for and view letters in the Medicaid Self-Service Portal.

Section 1 – Who can get Medicaid Letters in the Self-Service Portal?

To view letters in the Self-Service Portal (SSP) all of the following must apply:

- You get benefits through Medicaid.
- You have an account in the Louisiana Medicaid SSP.
- You linked your existing Medicaid case to your account in the SSP.
- You chose to receive letters electronically in the SSP.

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

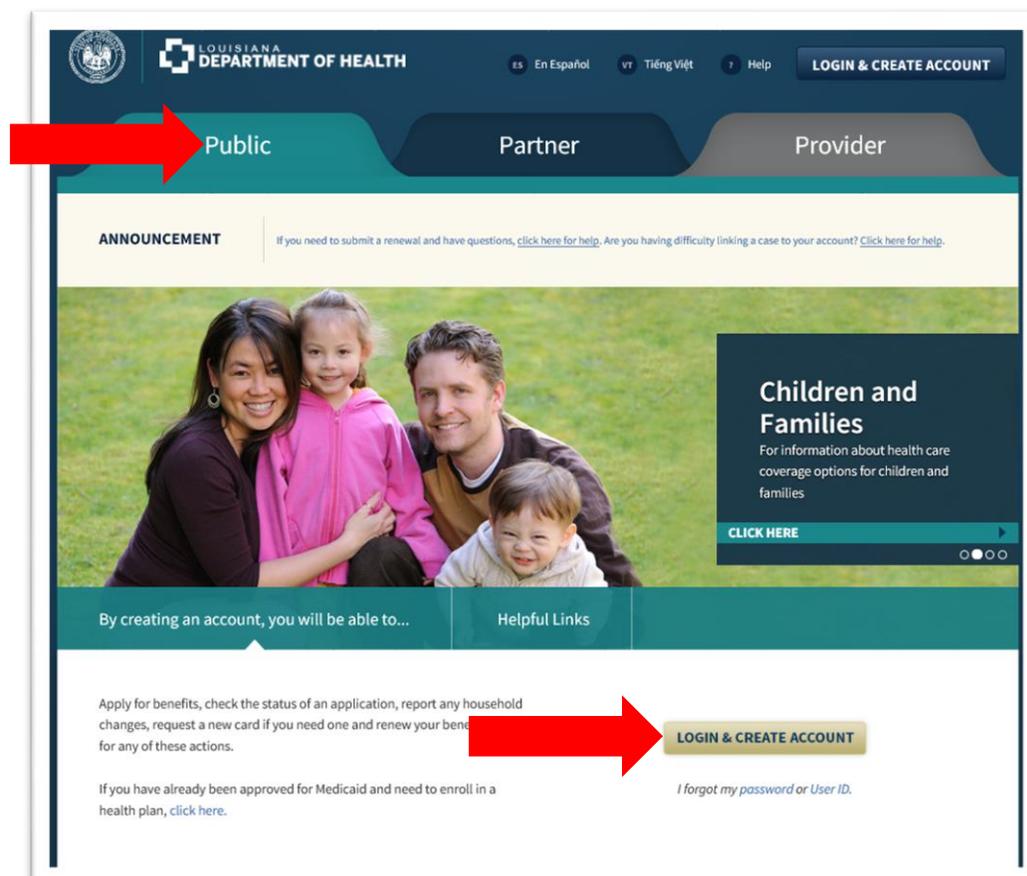
Before you can view letters in the Self-Service Portal (SSP) you must first create an account in the SSP.

Subsection 2.1 – 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. 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.

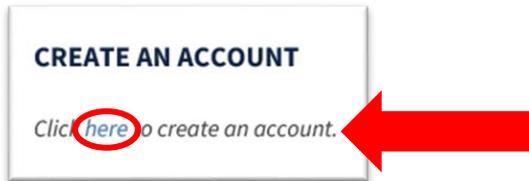
Make sure you are on the **Public** tab shown below. Click on the link labeled **Login & Create Account**.



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.

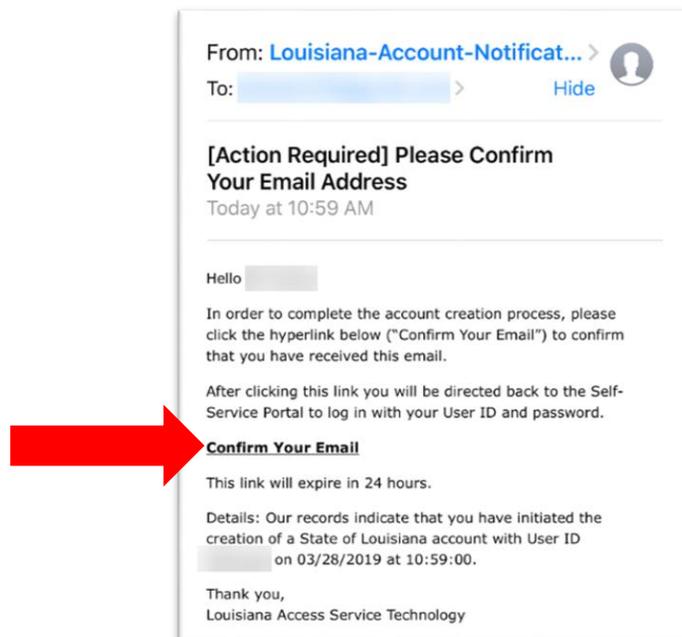
Step 1: Your Personal Information – Enter your name and email address. You will need an email address and access to that email. If you want to create a free email account, there are links on the page to websites you can visit.

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.

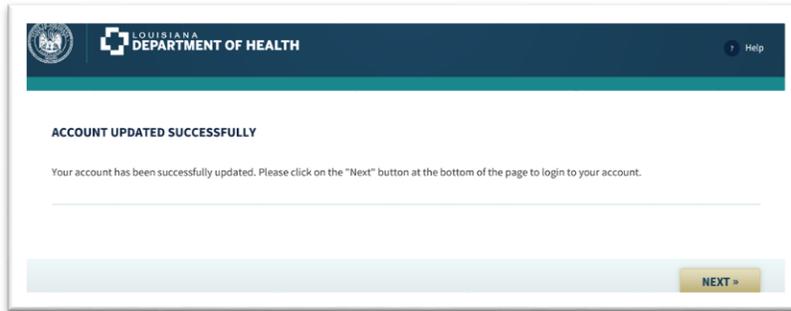
Step 3: Security Check – Enter the letters and numbers from the image on the screen to prove you are not a robot.

- 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.

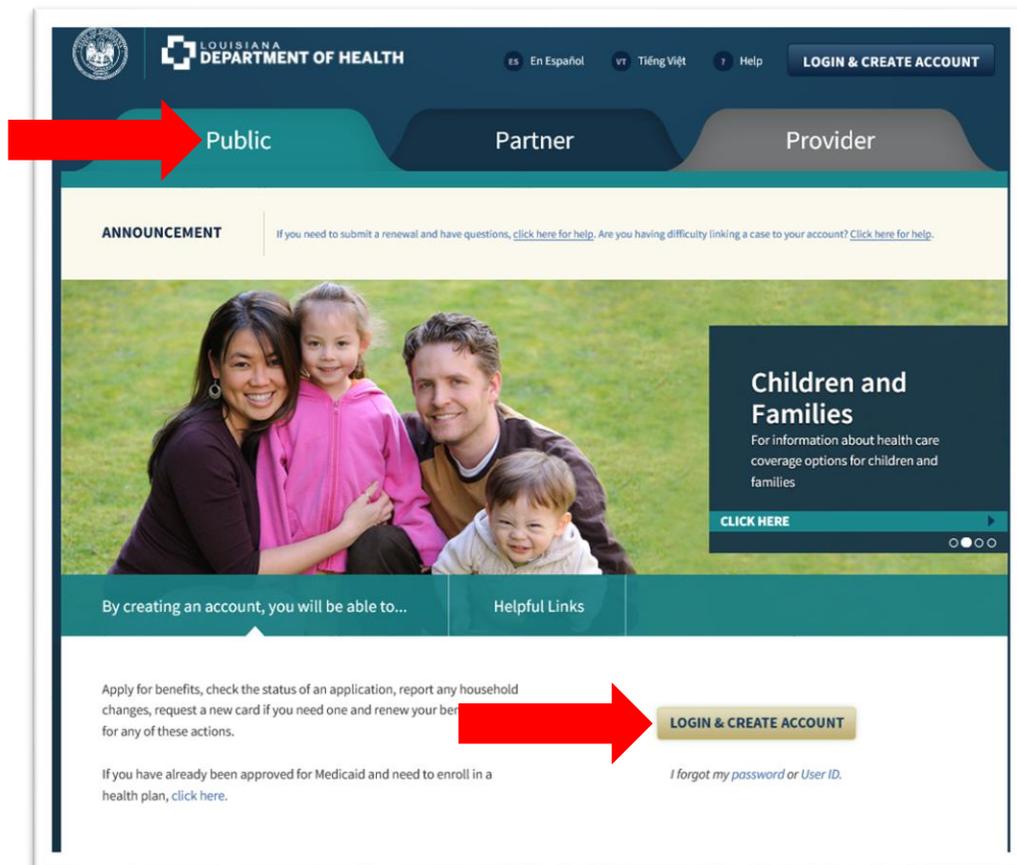


When you click on the link, you are brought to a page that verifies that your account was updated successfully.



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."

Login or Create an Account

LOGIN

If you had a user ID and password prior to November 2018, you must create an account to use our new system.

* User ID: [I forgot my User ID](#)

* Password: [I forgot my Password](#)

[Resend Confirmation Email](#)

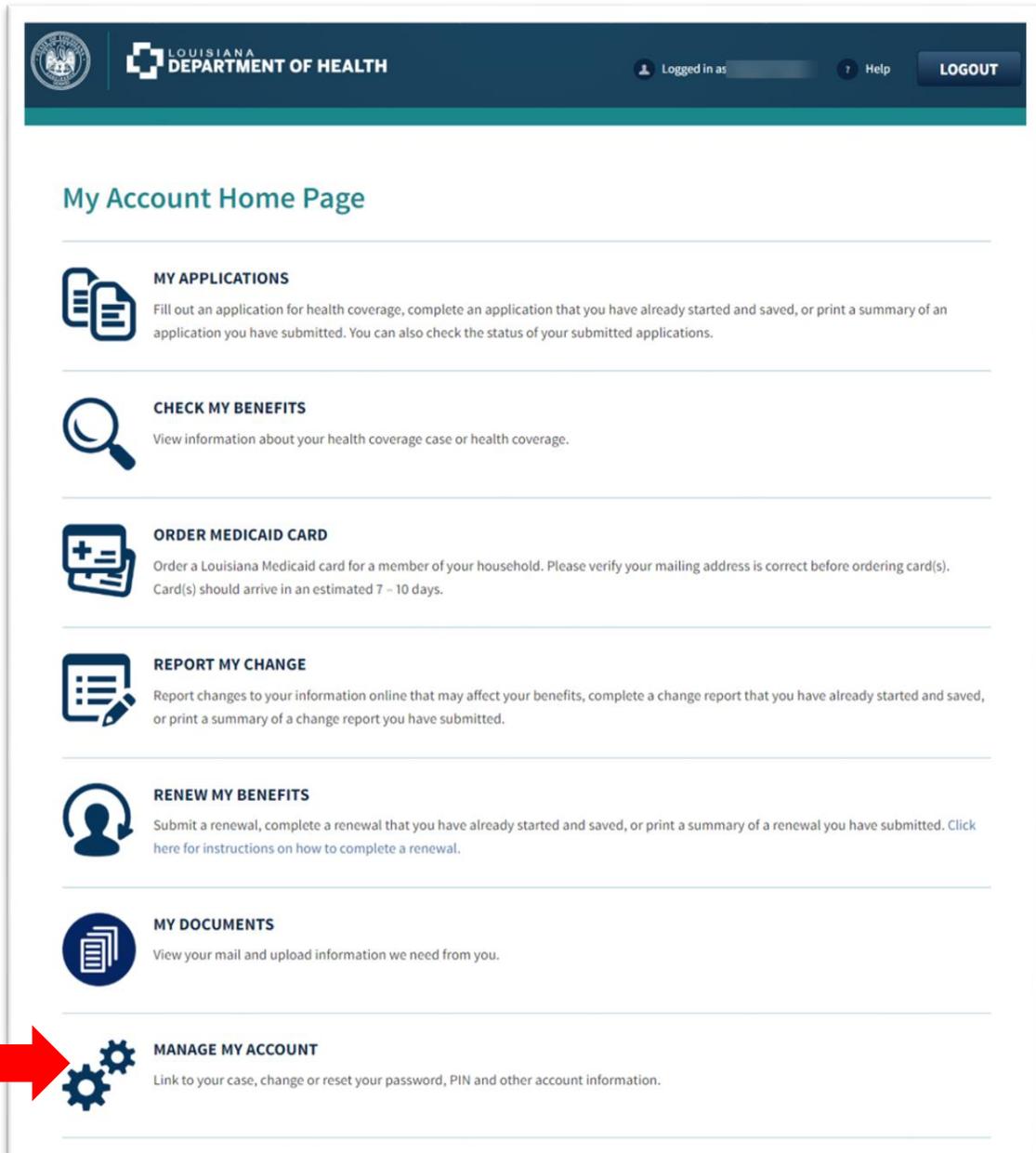
LOGIN

If you have already been approved for Medicaid and need to enroll in a health plan, [click here](#).

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

Many features in the Self-Service Portal (SSP), including viewing electronic letters, 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 **Section 3**.

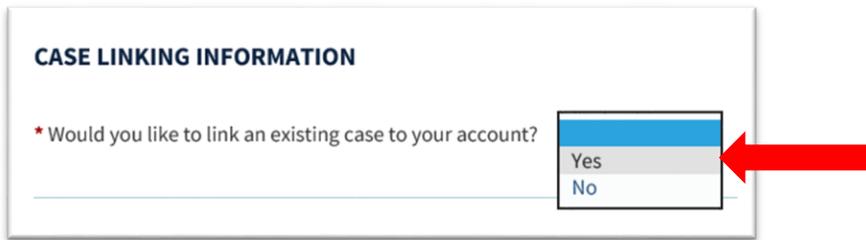
If you followed the steps in **Subsection 2.2**, you have logged into the SSP and should see the **My Account Home Page**. Click on **Manage My Account**.



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

To link your Medicaid case, follow these steps:

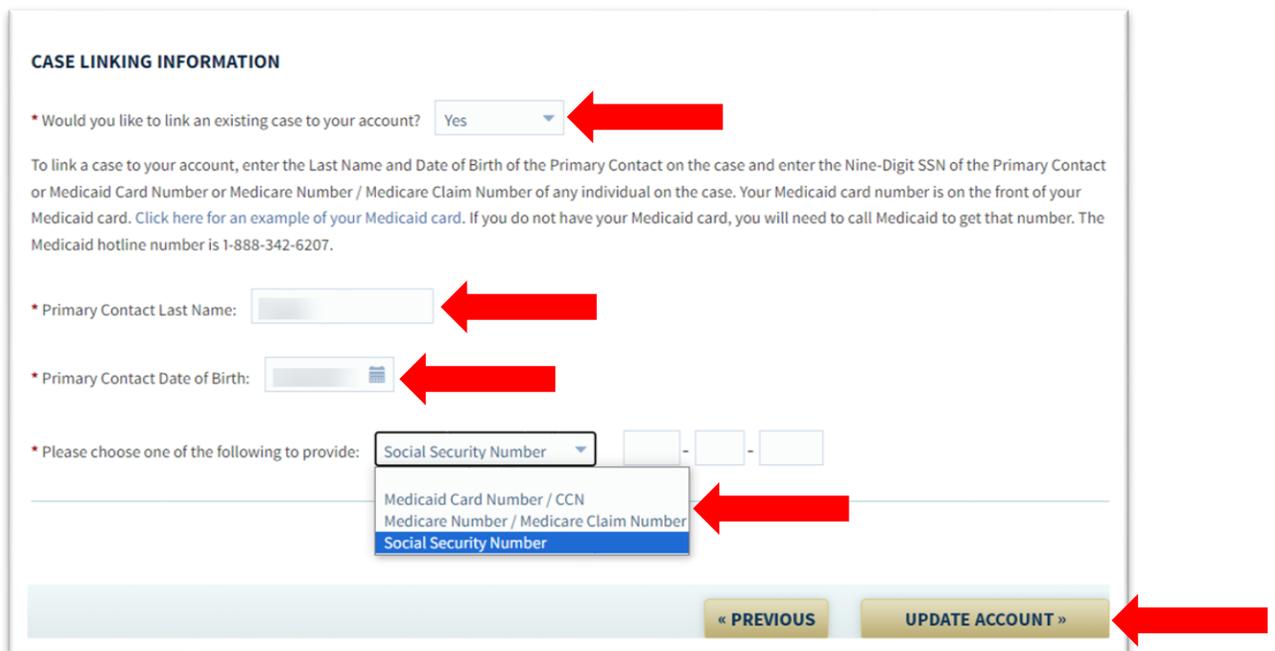
1. Scroll to the bottom of the screen to the section called **Case Linking Information**. For the question, “Would you like to link an existing case to your account,” select “**Yes**” from the drop-down menu.



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 - -

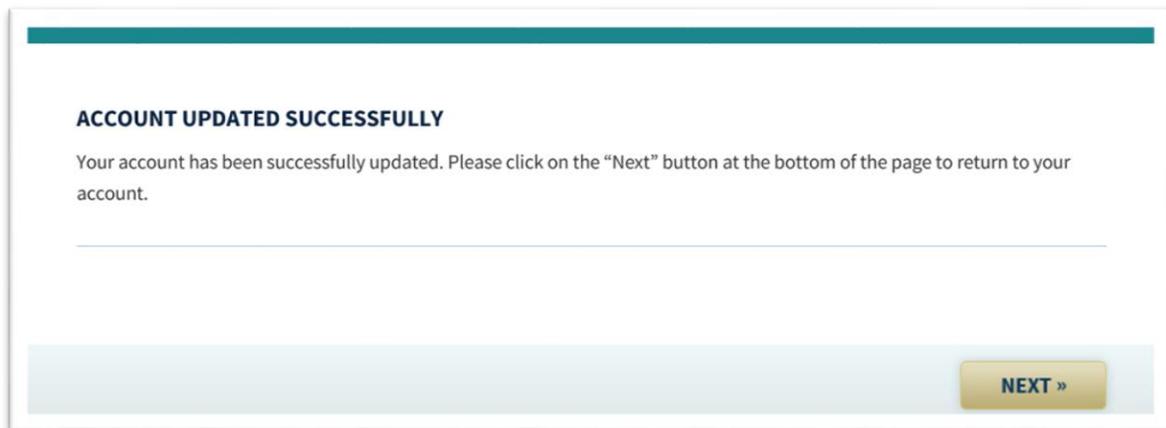
Medicaid Card Number / CCN
Medicare Number / Medicare Claim Number
Social Security Number

« PREVIOUS UPDATE ACCOUNT »

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



After clicking on **Update Account** you will see a screen that verifies that your account was updated.



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

Section 3: How Do I Choose to Get Electronic Letters in the Self-Service Portal?

Go to <https://MyMedicaid.La.gov> on your computer, mobile device or smartphone and log into your account. You will see **My Account Home Page**.

My Account Home Page

MY APPLICATIONS
Fill out an application for health coverage, complete an application that you have already started and saved, or print a summary of an application you have submitted. You can also check the status of your submitted applications.

CHECK MY BENEFITS
View information about your health coverage case or health coverage.

ORDER MEDICAID CARD
Order a Louisiana Medicaid card for a member of your household. Please verify your mailing address is correct before ordering card(s). Card(s) should arrive in an estimated 7 – 10 days.

REPORT MY CHANGE
Report changes to your information online that may affect your benefits, complete a change report that you have already started and saved, or print a summary of a change report you have submitted.

RENEW MY BENEFITS
Submit a renewal, complete a renewal that you have already started and saved, or print a summary of a renewal you have submitted. Click here for instructions on how to complete a renewal.

MY DOCUMENTS
View your mail and upload information we need from you.

MANAGE MY ACCOUNT
Link to your case, change or reset your password, PIN and other account information.

Click on **Manage My Account**.

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

MANAGE MY ACCOUNT

Welcome to Manage My Account. Use the fields below to update your account information. Once you have updated your account information, click on the "Update Account" button to save your changes.

You can also change your password by clicking on the link in the "Change Your Password" section on this page.

If you would like to return to your My Account information, click on the "Previous" button.

CHANGE YOUR PASSWORD

You will be required to enter your username and password again. We ask you to provide this to protect your privacy.

[Click here to change your password.](#)

UPDATE YOUR PERSONAL INFORMATION

Update your personal information in the fields below.

* First Name: Middle Name: * Last Name:

* Email Address:

* Confirm Email Address:

Phone Number (this number must have text messaging capabilities) - -

UPDATE YOUR NOTIFICATION PREFERENCES

From time to time, LDH will need to send you important notifications regarding your benefits.

* Please select how you would like to receive these messages from the following options:

- Standard U.S. Postal mail (we will use the address we have on file from your case)
- Email
- Text message (you must have provided a cell phone number in the above section)

Please note that the text messaging notice system is not available at this time. Your choice will be saved and can be updated at any time, but notices will come by mail or email until the system is ready. Charges from your carrier may apply if text messaging is selected.

If you have an authorized representative who is receiving your letters through US mail, your preferred method of communication will not change to email regardless of your notification preference. Your authorized representative will continue to receive US mail, the letters will still be visible in your Self-Service Portal account for reference.

CURRENT PIN NUMBER

Update your PIN in the field below. Keep in mind that you will need your PIN when electronically signing anything you submit to LDH.

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

CASE LINKING INFORMATION

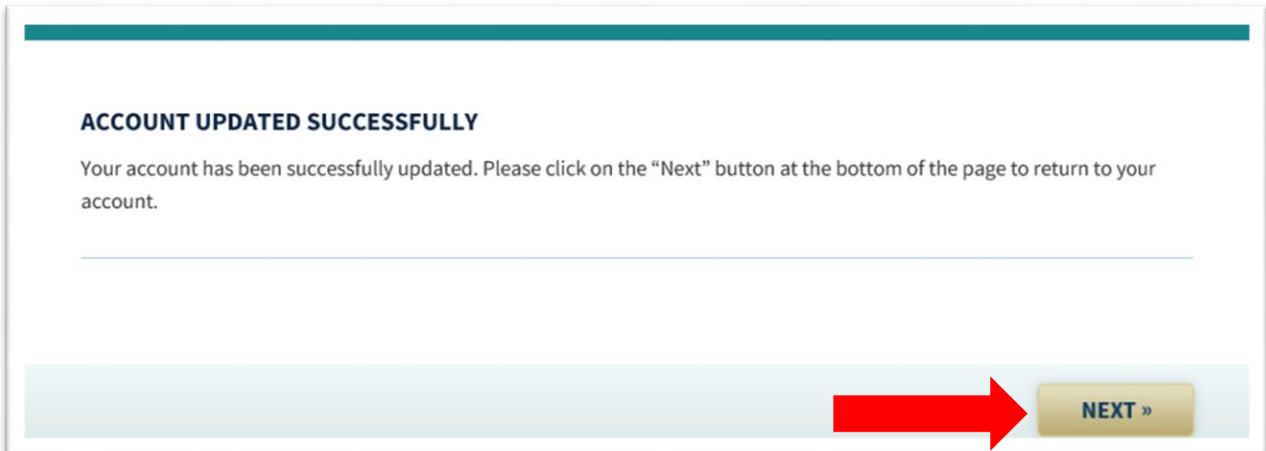
* Would you like to link an existing case to your account?

UPDATE ACCOUNT »

In the section called **Update Your Notification Preferences**, click the button next to **Email**. Then click on **Update Account** at the bottom of the screen.

Note: There are other required fields on this page notated by asterisks.

You will see a message confirming that your account was updated.



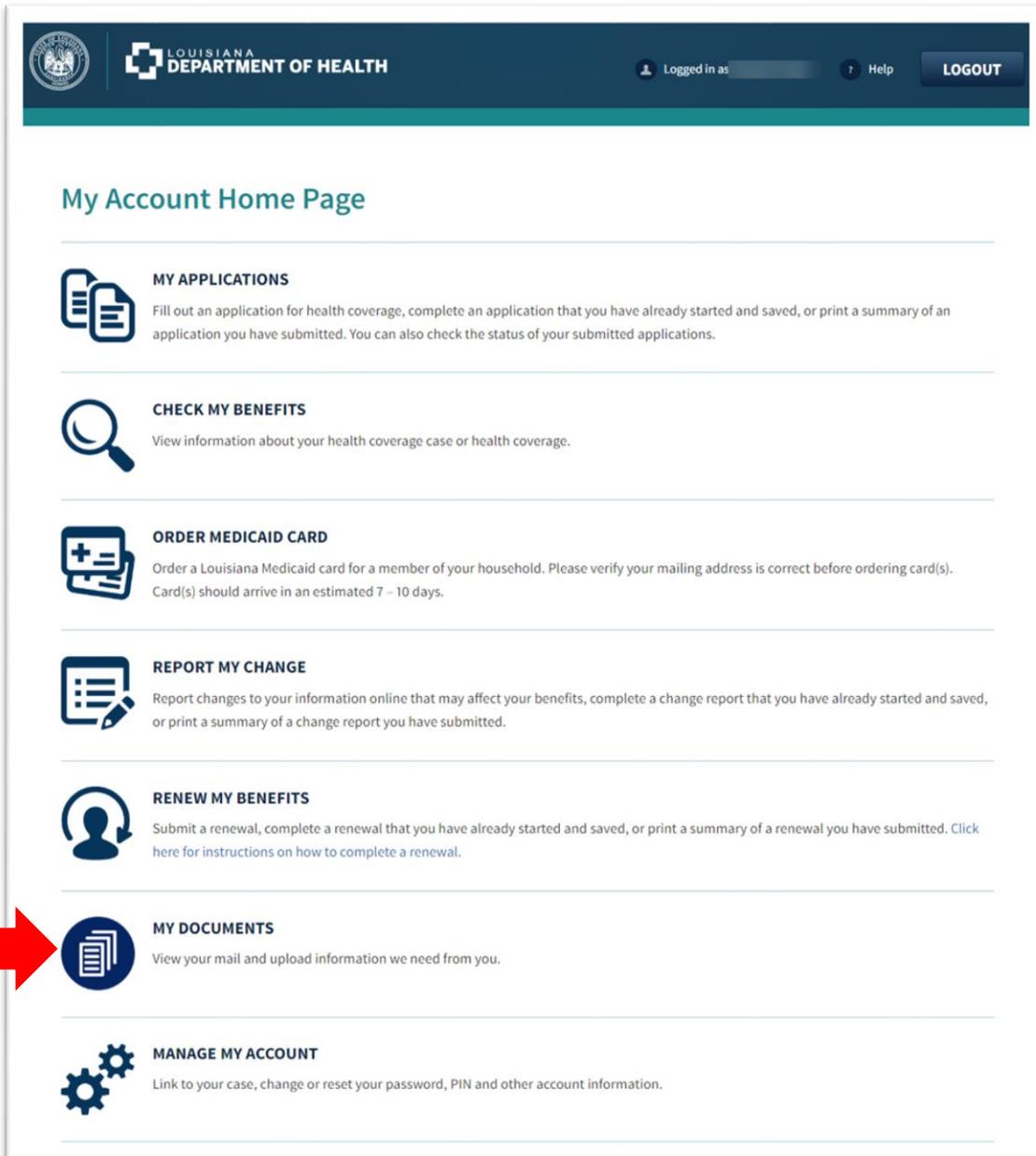
Click **Next** to go back to **My Account Home Page**.

Section 4: How Do I View Letters in the Self-Service Portal?

After you choose to get letters in the Self-Service Portal (SSP), Medicaid will send an email any time there are letters waiting for you to view. You must log into the SSP to view the letters.

Log into the SSP. [See Subsection 2.3 – How to Log In](#) for help with logging in.

When you log into the SSP, the **My Account Home Page** will display.



Click on **My Documents**.

The **My Mail** screen will display.

My Mail My Documents

My Mail

You may view mail sent by the Louisiana Department of Health related to your health coverage for the case linked to this account. If you have any questions or need a copy of a letter mailed to you, please call us at 1-888-342-6207.

The mail listed below was sent to you by the Louisiana Department of Health within the last 90 days. To search for mail sent to you more than 90 days ago, select a 90 day date range that you would like to view and click Search. To see a specific letter, click View. Keep in mind that you will need to have a program called Adobe Acrobat Reader to see your mail. If you don't have this program on your computer, you may install it for free by clicking on the button below:

From Date: To Date: [SEARCH](#)

Your new mail may take up to 24 hours to display. You may view mail sent to you as far back as **April 21, 2019**.

DATE SENT	MAIL DESCRIPTION	VIEW MAIL
01/02/2019	Decision Letter	  VIEW
01/01/2019	Request for Information	 VIEW

[BACK TO MY ACCOUNT](#)

The table at the bottom of the screen will show letters from the last 90 days.

Click on **View** next to the letter you want to see. The document will open in a new window. When you finish reading the letter, click the **X** in the top-right corner of the window to close the document.

To search for letters from a specific time period, enter dates in the **From Date** and **To Date** fields and click **Search**.

Note: Only letters from the last 90 days are available in the SSP. Be sure to save or print the letters you want to keep for your records.

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