

# Application Center Monthly Contact

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7/17/2024

- Eligibility Checks
- LAP and FOA payment transition to LaGOV
- New SES Cooperation Checks
- SES Cooperation Exceptions
- Submitting Verifications
- Train Your Brain
- Reminders
- Q&A

- Louisiana Medicaid restarted quarterly eligibility checks in May, using Louisiana Workforce Commission data to verify that Medicaid members continue to meet income requirements.
- Letters will be mailed to members who need to verify income to continue their coverage. Individuals will have 10 days to respond, or risk closure. Pregnant women, children, individuals in an active renewal period, and members in long-term care or waiver assistance are excluded from the quarterly income checks.

- To prevent potential loss of healthcare coverage, Medicaid urges all members to respond to any mail they receive from Medicaid asking for more information.
- Providers are asked to remind their Medicaid patients to respond to any mail from Louisiana Medicaid in the timeline provided in the letter. Failure to respond could result in loss of Medicaid coverage, even if that member is still technically eligible.

- The Office of Group Benefits Contract for the Family Opportunity Act (FOA) and LaCHIP Affordable Plan (LAP) ended and the LaGOV payment system has taken over since 7/1/2024.
- Eligibility and premium requirements have not changed.
- Payments can be made through check or auto-draft.

- The only LAP and FOA certifications that will close are the only ones that have not made an initial payments, but there is a non-payment tracking record that will be enforced at a later date.
- LaCHIP members with questions about FOA or LAP billing should email [Medicaid.Premiums@la.gov](mailto:Medicaid.Premiums@la.gov).
- Members can pay their bill at <https://www.billerpayments.com/app/simplepayui/?bsn=slachip>.
- The new payment info will be sent out.

- Our eligibility system will apply the Cooperation with Support Enforcement Services Rules to all applicant households that meet the Absent Parent conditions, regardless of the programs individuals are applying for.
- The Child Support Enforcement Cooperation questions are as follows:
  - 1. Do you think cooperating to collect medical support will result in harm to you or your child(ren)? OR was the child(ren) born out of incest, born as the result of rape, was the child(ren) adopted, or are the child(ren)'s parent(s) deceased?
  - 2. I know I'll be asked to cooperate with the agency that collects medical support from a Non-Custodial Parent. If I think that cooperating to collect medical support will harm me or my children, I can tell the agency and I may not have to cooperate.

- The new policy changes regarding cooperation with Support Enforcement Services will not apply to the following applicant statuses.
  - 1.) Pregnant Woman or Post-Partum Period
  - 2.) Minors
  - 3.) Applicants who are applying for Medicaid for the child(ren) only
  - 4.) Applicants who have no children in the home



- The following programs will be exempt from the Support Enforcement Services policy update:

Programs	
Transitional Medicaid	Low Income Subsidy
Refugee Medical Assistance	Refugee Cash Assistance
LaCHIP Phase IV (LaMOMS for non-citizens)	Hospital Presumptive Eligibility: ACA Adult, Parent Caretaker Relative, Former Foster Care, Take Charge Plus, Pregnant Woman, Breast and Cervical Cancer
SSI	CHAMP Pregnant Woman

- Request identification, income verification, medical bills and medical records at the time of application, if applicable. Verifications can be submitted via upload, fax, or email.
- An application can be still be completed if the applicant does not have the verifications on hand. They can be submitted at a later time, but the submission should be timely to avoid processing delays.

# Train Your Brain



## Question 1: True or False

- A mother applying for coverage for her three minor children only, will be required to cooperate with support enforcement.

## Question 1: Answer

- False



## Question 2: True or False

- A pregnant woman applying for herself and two minor children is required to cooperate with Support Enforcement Services.

## Question 2: Answer

- False



## Question 3: True or False

- Although the initial LAP or FOA payment was made, a child will lose their Medicaid coverage after two payments are missed.



## Question 3: Answer

- False- Any missed payments will be tracked and enforced.



## Question 4: True or False

- Applicants are given 20 days to respond to requests for information.

## Question 4: Answer

- False- Individuals are given 10 days to respond.



## Question 5: True or False

- Non-citizens in the LaCHIP Phase IV pregnancy certification are eligible for 12 months of post-partum coverage.

## Question 5: Answer

- False- Only citizens are granted 12 months of post-partum coverage.



- AC Resource Library – Check it DAILY
- Ensure you log into the PARTNER portal and not the Public or Provider portal.
- Adhere to Medicaid guidelines
- Trusted Users must conduct Face-to-Face interviews
- For issues with newborns, email [NEU@la.gov](mailto:NEU@la.gov)
- EMS
  - Submit medical records immediately upon receiving the denial due to non-citizenship. They should be sent to the EMS Rightfax (225) 389-2748 (Local) or (877) 747-0996 (Toll-free).
  - For aged EMS claims, email the EMS Aged Claims Status Request form (on the AC Resource Library) to [MEDT-EMS@la.gov](mailto:MEDT-EMS@la.gov).
- AC meeting attendance is required and participation is encouraged.

## Code 155 Denials

- Individuals with Emergency Services limitations on their benefits require a medical review by Medicaid's Medical Eligibility Determination Team (MEDT).
- Fax medical records for the EMS date of service to **(225) 389-2748 Local or (877) 747-0996 Toll-free.** Medicaid will not pay for non-emergent medical services rendered to EMS individuals.

- The only records that should be faxed to the EMS fax numbers are the ones pertaining to EMS-related certifications that are still open due to COVID.
- The number is not for new applications.
- Verifications for new applications should still be faxed to the LaCHIP Rightfax number, 1-877-523-2987.



## Application Centers (AC)

- [ApplicationCenter.Service@la.gov](mailto:ApplicationCenter.Service@la.gov)
- (225) 342 – 6312
- Valerie McManus

## Medical Eligibility Determinations Team (MEDT)

- [MEDT@la.gov](mailto:MEDT@la.gov)
- Angel Wilson Jolivette

## Newborn Eligibility Unit (NEU)

- [NEU@la.gov](mailto:NEU@la.gov)
- Kiarah Dugas

## Medicaid Outreach

- [MedicaidOutreach@la.gov](mailto:MedicaidOutreach@la.gov)

## Optional State Supplement (OSS)

- [OSS@la.gov](mailto:OSS@la.gov)
- (225) 342 – 1646
- Paige Logan

## Outstation

- [Outstation@la.gov](mailto:Outstation@la.gov)
- (225) 342 – 1646
- Paige Logan

**Healthy Louisiana**

**1-855-229-6848**

**Louisiana Medicaid Customer Service**

**1-888-342-6207**

# Questions



**THANK YOU**

