

Application Center Monthly Contact

Presented by:
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- Status Checks
- Utilizing the Application Center Handbook
- New AC Resource Library
- AC Resource Library Tour
- Reminders

- If a trusted user inquires about an application that was completed at another facility, Medicaid can provide the application status and a list of pending verifications; however, the date of application and application number cannot be provided.

- The AC Handbook is available in the AC Resource Library.
- It provides a wealth of information about the Louisiana Medicaid Application Center program.
- Please ensure that you understand the contents and advise if you have questions about any of the topics listed.

- The AC Resource Library page has been completely updated. It should prove to be more useful and easier to navigate.
- The new web address is <https://ldh.la.gov/medicaid-application-centers>.
- Please save it to your desktop or favorites for easy access.

Application Center Resource Library Tour

- 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
- 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.
- AC Meetings are conducted on your behalf. 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.
- The number is not for new applications.
- Verifications for new applications should still be faxed to the LaCHIP Rightfax number, 1-877-523-2987.

Reminders (cont.)

Application Centers (AC)

- ApplicationCenter.Service@la.gov
- (225) 342 – 6312
- Valerie McManus

Medical Eligibility Determinations Team (MEDT)

- MEDT@la.gov
- Angel Wilson Jolivette

Newborn Eligibility Unit (NEU)

- NEU@la.gov
- Kiarah Dugas

Medicaid Outreach

- MedicaidOutreach@la.gov

Optional State Supplement (OSS)

- OSS@la.gov
- Paige Logan

Outstation

- Outstation@la.gov
- Paige Logan

Healthy Louisiana

1-855-229-6848

Louisiana Medicaid

Customer Service

1-888-342-6207

Questions



THANK YOU

