Application Center Monthly Contact

November 18, 2020

Agenda Items

- **Application Status Updates**
- **Application Errors**
- **Demonstration- Resetting your PIN**
- **Reminders**

Application Status Updates

- Trusted Users may view the status of any applications they submit through the Self-Service Partner Portal.

- AC Managers may view the status of all applications submitted by Trusted Users at the sites they manage.

Application Status Updates (continued)

- Status updates may also be obtained:

  - from the assigned Outstation Analyst; or

  - by calling the Louisiana Medicaid Customer Service Unit at 888-342-6207.

- Have your NPI number handy when contacting the Customer Service Unit. Phone agents will request this information prior to releasing information.

Recent Issues

- Application questions must be read as written and the applicant's answers must be recorded as given. For example:

  - If the applicant responds that he/she is not disabled to the disability question, Trusted Users should not submit a new application indicating disability simply because of the denial. Refer to page 11 of your handbook, "How do I conduct the Medicaid application interview?"

  - The definition of disability according to the SSA is … not able to engage in any substantial gainful activity (SGA) because of a medically determinable physical or mental impairment(s) that is expected to result in death or has lasted/will last for a continuous period of at least 12 months.

  - Situational forms should be submitted with applications in which the applicant indicates they are disabled.

- The applicant may contact the Customer Service Unit at 1-888-342-6207 to report errors and/or changes to their application; or

- You may ask the Outstation Analyst for assistance with the change.

Demonstration: Resetting your PIN

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. So it's a good idea to write this down and keep it in a safe place.

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

APPLICATION CENTER LINKING INFORMATION

* Do you have a Trusted User ID? Yes ▼

Your Trusted User ID was emailed to you if you already completed your training. You do not have to provide a Trusted user ID to create an account, but you are required to have one to link an account to your Application Center information.

To associate your account with the Application Center(s) you work for, enter your Last Name, Date of Birth, and the Trusted User ID that was provided to you during enrollment.

* Last Name:

* Date of Birth: mm/dd/yyyy 📅

* Trusted User ID:

Log into your account on the Self-Service Partner Portal

Select "Manage My Account" under My Application Center

Clear out the current pin number and enter a new 6 digit pin number

Under Application Center Linking Information, answer "Yes" to the question, "Do you have a Trusted User ID?"

Next, enter your last name, date of birth, and Trusted User ID. Then, click on "Update Account" at the bottom of the screen and you will receive a message indicating that your account was updated successfully.

Reminders

- Check the AC Resource Library daily.

- Make sure you select your AC satellite location prior to starting an application to ensure that the facility can be reimbursed for the application.

- If disability is alleged:

  - Complete and upload/fax situational forms as required.

  - Upload/fax medical bills and records right away

    - medical bills for the month of application and the three months prior, if possible.

- If the applicant is a non-citizen, you should submit medical bills/records right away.

- We are conducting cold-calls to applicants when deemed necessary in order to:

  - confirm that the interview occurred in person; and/or

  - verify whether the responses were as the applicant provided; and/or

  - ensure the rights and responsibilities were read

Application Center Program Monitor

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

Newborn Eligibility Program Monitor

- Shauna Meche
  - NEU@la.gov
  - 337-447-4145

Outstation Program Manager

- Paige Logan
    - Outstation@la.gov
    - (225) 342 - 1646

Medicaid Outreach Program Manager

- Paige Logan
  - MedicaidOutreach@la.gov
  - (225) 342 - 1646

Optional State Supplement Program Manager

- Paige Logan
  - OSS@la.gov
  - (225) 342 - 1646

Medicaid Eligibility Determinations Manager

- Miranda Winters
  - MEDT@la.gov

Eligibility Programs Team Manager

- Kathryn "Kate" Loechelt
  - Kathryn.Loechelt@la.gov
  - (225) 219 – 0912

Questions