



How-To Guide on Medicaid Renewals

June 3, 2019

The Louisiana Department of Health has created a [How-To Guide on Medicaid Renewals](#) that includes extensive screen shots for anyone needing to navigate within the self-service portal of the new system. The guide has special instructions on certain screens for waiver recipients and residents of community homes, other Intermediate Care Facilities/Developmental Disabilities (ICFs/DD), or nursing homes.

Anyone receiving a Renewal Letter from the Louisiana Department of Health MUST contact Medicaid by the date in the letter to renew their Medicaid or they will lose their coverage. Do NOT ignore this letter!

There are three ways to renew your Medicaid coverage:

1. Renew online at www.healthy.la.gov
2. Call toll free at 1-888-342-6207 and conduct the renewal over the phone.
3. Call toll free at 1-888-342-6207 and request a paper application that will be mailed to you. You will need to fill out this form and send it back to Medicaid.

The How-To Guide will take you through the process of renewing Medicaid online through the Self-Service Portal.

Additional Resource

Individuals or parents of a child with a disability and/or special health care needs who need additional help with Medicaid renewal or other Medicaid issues, can contact Karen Scallan at Special Needs & Parent Support Services of LA, LLC:

- Email: kcscallan@gmail.com
- Phone: 504-300-5117

Contact Us

LaDDC News is the electronic newsletter for the LA Developmental Disabilities Council. If there are any questions about the information above, contact the Council by replying to this email, or calling the toll free number listed below:

phone: 1-800-450-8108

email: info@laddc.org

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