

Introduction to The LA HAP Portal & Online Application



February 24th, 2021

The Basics of the LA HAP Portal

- A new client-facing system where LA HAP members can manage their benefits
- Functions much like other patient or member portals (think Ochsner, Humana, Blue Cross Blue Shield)
- Launching March 1st



What the Portal Offers Clients

- Submit applications
- Make changes to an existing application
- View real-time application status
- Communicate with LA HAP staff through secure messaging
- Upload documents
- For six-month recertifications, have the option for a simple “no-add-or-change” attestation
- And do all of the above from a computer, phone, **OR** tablet!



Let's Take a Look



What the Portal Can Help Achieve

- Empowered clients
- Empowered case managers
- A streamlined process
- A greener LA HAP



Getting the Word Out

We'll be informing clients by:

- Special dedicated mailer
- LA HAP recertification packets
- LA HAP/Ramsell cards
- On the LA HAP website
- LA HAP staff routine communication
- Your help!



In Other LA HAP News

- Special Enrollment Period for Marketplace
 - Feb 15th to May 15th
 - We are conducting client outreach and encourage agencies to do the same
- The Louisiana residency requirement is coming back
 - Per the recommendation of HRSA
 - But we're making it easier than ever, including a new attestation form
 - Immediately required with online application and to be phased in with paper applications—more info to come!





Thank You!

Questions? Comments?

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