

Please find below a few reminders of LA HAP policy guidance.

1. LA HAP application COVID19 policies still in effect

LA HAP'S COVID-19 modified application requirements are still in effect and will remain so for the remainder of 2021. Members of the LA HAP staff continue to work from home, as do many of the staff at agencies around Louisiana who assist clients with applications. LA HAP will give ample notice before ending these modified requirements. A review of these modified application requirements is below. The original bulletin with full list of modified requirements can be found [here](#).

Although these modified requirements remain in place, please submit proper documentation when it is available.

Application requirements

Until further notice, we are permitting the following modifications to LA HAP applications:

- If a client cannot meet in person to sign their applications, the assister may note on the signature line on Page 8 confirmation of the client's verbal certification of the application's accuracy and acknowledgement of the Client Responsibilities and Release of Consent.
 - Example: "Client verified information was correct via phone 7/16/21 at 9:30 am"
- If a client cannot obtain income documentation from their employer, they may submit a signed and dated letter attesting to their income. If the client cannot sign the letter, the assister may do so with a note similar to the above. Such letters must:
 - specify gross income and frequency of payment, for example - "\$21,000 per year" or "\$600 every 2 weeks," AND
 - specify why other documentation is not available, for example - "My office is closed and HR is unable to send letter; no electronic version exists"
- Documentation of LIS status/application is no longer required for Medicare clients.

Please note that these measures are only for clients who (1) cannot meet with their assister in person, AND (2) cannot complete the application themselves, even with assistance over the phone.

2. Importance of submitting a complete application

- The LA HAP team has received a number of applications purposely submitted incomplete without required documentation, with a note explaining the missing documents. Please do not submit incomplete applications as they only delay the application review process for all clients.

Please wait until an application is complete to submit it.

- We often receive income documentation that is illegible. If legible documentation cannot be provided, LA HAP staff may request completion of the [LA HAP Certification of No Income/Cash Income](#) form.

3. Reminder for Guardian Dental enrollment

The LA HAP team has identified common mistakes regarding Guardian Dental enrollment. Please review and follow the bullet points below. When these policies are not adhered to it creates additional work & delays the overall application review process.

- For application submissions:
 - If a client is adding the LA HAP/Guardian plan for the first time or returning to LA HAP/Guardian after a lapse in coverage, please send an [Insurance Add/Change form](#). This pertains to clients new to LA HAP, clients new to Guardian, & clients whose eligibility has lapsed and need to re-enroll into Guardian.
 - If a client is recertifying and already enrolled in LA HAP/Guardian, please include this information on Page 7. There is no need to also submit an Insurance Add/Change Form.
 - If a client is recertifying and already enrolled in LA HAP/Guardian but has not listed this information on the application, LA HAP staff will assume the client no longer wants to be enrolled in LA HAP/Guardian and will disenroll them from the Guardian plan.

If you have questions about this email, please contact LA HAP at 504-568-7474 or lahap@la.gov. DO NOT SEND NAMES OR CLIENT-IDENTIFYING INFORMATION, INCLUDING URN/UIIN, VIA EMAIL.
