

From: [Glass, Anne](#)
Subject: Medicaid Re-enrollment Tips from Districts
Date: Tuesday, November 5, 2019 at 1:30 PM

Medicaid Contacts:

Please see information below provided by two districts. Their experience might assist you as you go through the Medicaid re-enrollment process.

From District:

In following the steps to renew our Medicaid Id I've learned some things that may be useful to another district.

- If you do not see the renewal application in the quick links you are not in your district's super-agent account holder number. This is where this info resides. In order to identify this number dial option 4 at 1 800 289 7799. I had to request to speak to a manager in order to get my district's info.
- School districts are 0% owners

This process is a little complicated but I've learned a great deal. We've had some many issues with our accounts since I started in 2010. I think now I've identified why we couldn't get things straight ... we never had our super-agent account info.

Note: this district had to add a new Authorized Signer for this renewal.

Note: this district was told on 10/22/19 that no renewal was needed and the letter the district received was sent in error.

From District:

I was able to get access to the Portal. I called the 800 289 7799 support number, option 5. I stated that I would like to become the administrator for the account, and they asked me for a Tax ID (I pulled it from a W-2), and they provided the username and a temporary password. In case anyone else is experiencing the same issue, please share this information with them.

If you have experiences with this process that you think can assist other districts, please let me know and I will share with all on our Medicaid contacts list.

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