



Beartooth Billings Clinic

## MEDICAID APPLICATION ASSISTANCE FAQ

**What assistance does Beartooth Billings Clinic provide with Medicaid?**

Beartooth offers technical support and guidance throughout the Medicaid application process. Beartooth does not offer any advice or assistance outside of navigating the application. Once the application has been submitted, it is the responsibility of the applicant to follow up directly with Medicaid regarding the status of their application, required documentation, or any ongoing correspondence.

**Does Beartooth keep my personal information or login details on file?**

No. Beartooth does not retain any personal information, usernames, or passwords provided during the Medicaid application process. It is the sole responsibility of the patient to securely store and manage their own account credentials and personal information.

**What does Beartooth expect from patients during the Medicaid application process?**

Patients are expected to come prepared with all required documents listed on page two of this packet. In addition, patients should be ready to respond promptly to any follow-up requests from the Medicaid office. This includes regularly checking their mail and/or online Medicaid portal for updates, notices, or additional documentation requests.

**Can Beartooth check the status of my application?** No. Once the application is submitted, only the patient can check its status through the Medicaid portal or by contacting the Medicaid office directly.

**How long does the Medicaid application process take?** Processing times vary, but it can take several weeks. Patients should monitor their mail and the online portal regularly for updates or additional requests from the state. Patients should contact Medicaid directly regarding the status of their application.

**What if I don't have access to a computer or the internet?** Beartooth can help the patient complete the application using our devices and internet access. After initial submission, the patient will need to stay updated by phone or mail if they do not have access to a computer. ***Check with your local library to access via their computers and internet.***

**Will Beartooth help with renewals or changes?** Beartooth can assist with technical support for renewals or reporting changes, but it remains the patient's responsibility to track deadlines, provide Medicaid with personal information updates, and respond to requests.

## What will you need?

- **IF you have previously applied or created a portal, you will need that log in information. There can only be one account associated with an email.**
- **Email Address**
  - You will need a working email address to create an account. The email address will be your username
- **Social Security Number of anyone in your household**
- **Income**
  - Last 3 months of paystubs **OR** last two years w2s
  - Bank account(s) balance
  - **IF receiving Social Security (SS)**
    - When did you begin receiving SS
    - Amount received
- **Employer Information**
  - Address
  - Pay rate
  - Number of hours worked
- **Vehicle(s)**
  - Model Year
  - Estimated Value
  - Amount still owed on vehicle
- **House**
  - Rent or Mortgage cost
  - Utilities cost (water, sewer, garbage, phone, etc.)
- **IF you or someone in your household is currently on MEDICARE**
  - Medicare Number
  - Start date
  - Premium Amount
- **IF you or someone in your household is currently disabled**
  - Date disability began
  - Amount of payment received each month
- **IF you have previously received Medicaid**
  - Date ended

**ALL THE ABOVE INFORMATION IS REQUIRED FOR EVERY APPLICANT/HOUSEHOLD MEMBER**



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