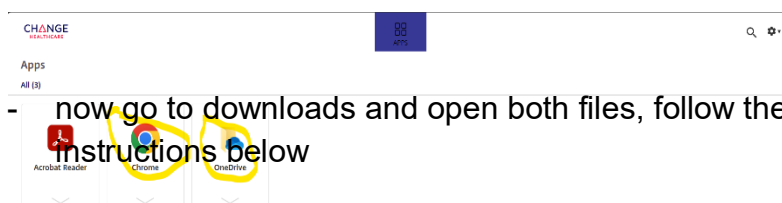# Gate Way & Pace in Citrix

- ## CITRIX

    Login to Citrix - NetScaler Gateway
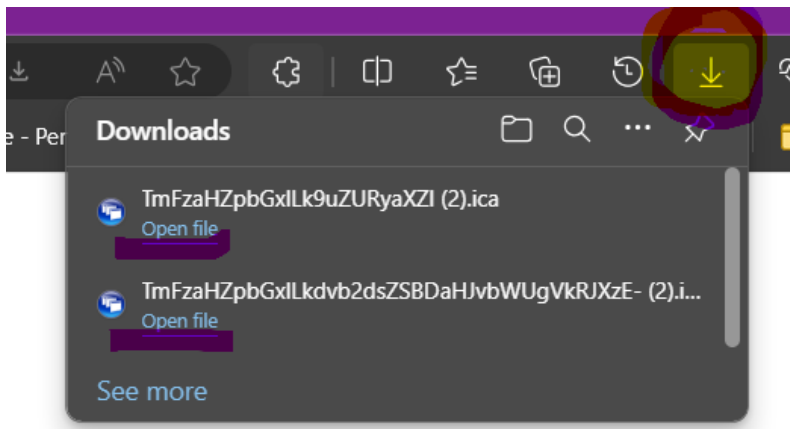   - login username and password

    - authentication device – put or use the numbers for options you want to choose.

    - input here the OTP and then submit
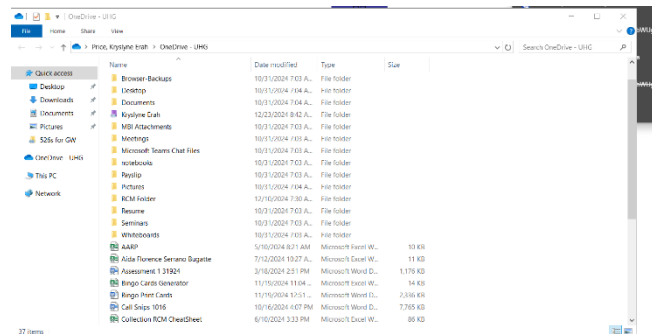

    - you will be routed here, then click that one drive and chrome logo in yellow highlights

    - now go to downloads and open both files, follow the highlighted instructions below
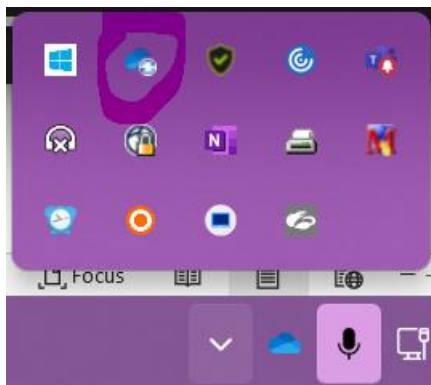

- once you open the one drive file this one drive below will pop up and we need to sync this to our personal one drive
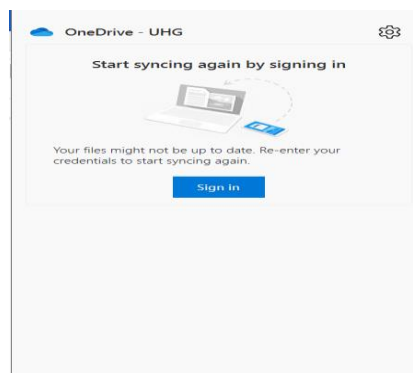

- To sync it we need to login in our personal one drive, follow 1st snip bellow and login in your personal account. Once you are signed in this will automatically be synced see third snip.
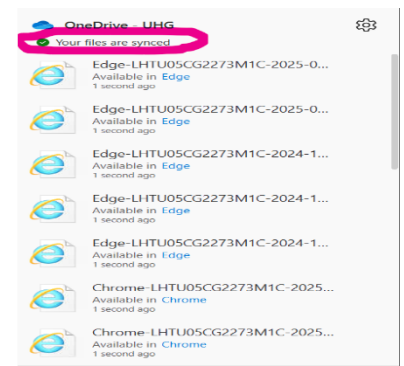
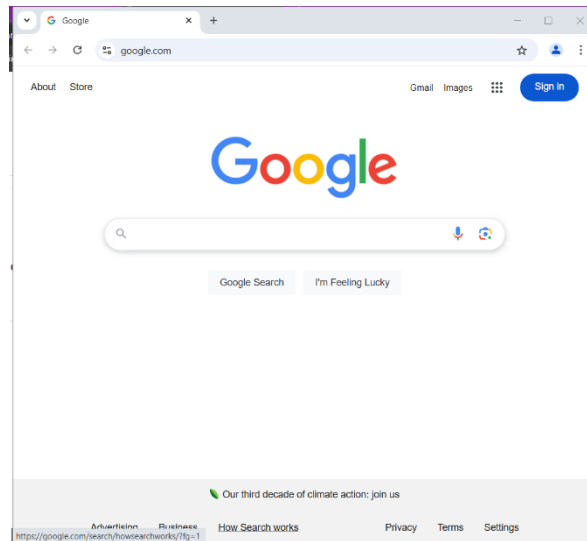1st   2nd   3rd

- once you open the Chrome file in download it will be routed to this Google Chrome Site, this Google application is having a strict security policy that

disables the copy and paste feature, so we need to manually type everything.

- **PACE**

Using the Citrix Chrome site login PACE

1. Search patient by PACE number in PACE search field found on the list of applications to submit. Then, *if the application is EMA*, search all account numbers linked to the application you are working in the OneDrive folder for 526s.

2. Follow snip bellow click the down arrow for Additional Information and find Username and Password. Follow snip bellow.

*If there is no username or password listed- try to use Pace ID with CHI ex: (CHI9644949) and from the password is Pace ID with CHi sa end ex: (9644949Chi). If it won't come up, then notate in excel.

- **GATEWAY**
  3. Go to web address https://gateway.ga.gov/access/ and click on Manage My Account/Login

4.Enter the Username and Password from PACE into the appropriate fields and click Login Now

5. Click "I Accept"

6. Scroll down to Status of Application and click Select here to continue application.

    *If the page that loads does not show 'Status of Application' at the bottom, go to Quick tips #6.

7. The next page will show "Signing Your Application" at the top – scroll to the bottom of the page

8. At the bottom of the page, click the 'Submit' button to the far right
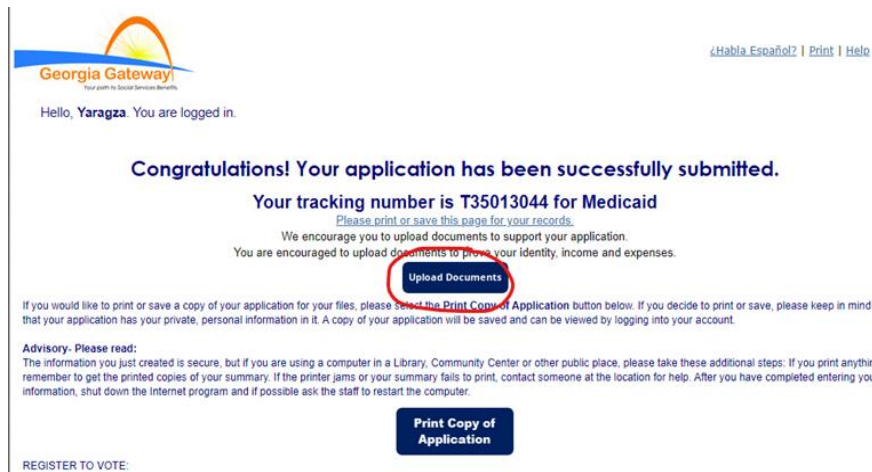
9. Click 'Next' at the bottom of the next page. It will reload, and you will click 'Next' again.

10. Next, reference the application type in PACE. If the application type includes 'EMA (see snip bellow) go to step 11. If not, follow steps 16-

19.

11. If the application type is EMA, click Upload Documents

12. Select 'Medical Bills/Documents and scroll down to Step 2.

13. In the Step 2 section, select 'Application Selection', check the box for 'Medical Assistance', and in the drop down select the first name listed. Then, click 'Attach'

* Step 2: Next you will select what case(s) or application(s) this document is for.

◉ Application Selection

Select	Programs Applied For	Application Number
☑	Medical Assistance (MA)	T35013044

* Step 3: Please tell us who this documentation is being uploaded for. Only upload this document one time.

Note: If you are uploading a household level document, this field will be disabled.

Select option to choose ▼

Select option to choose
Yaragza Ortega-Ochoa 12/22/1995 MA   r documents and select the one you would like to upload.
Liam Garcia-Ortega 05/15/2024 MA
Alexis Garcia-Ortega 06/16/2017 MA

Attach

Clear

Select Clear if you wish to clear the above fields.

If you wish to upload additional documents, return to Step 1 after attaching the selected document.

* Step 5: Review the Documents Pending Submission listed below. Select Submit to finish uploading the documents.

14. After you click 'Attach', a window will open to select from a file location. You will select the file folder named '526s for GW', then search for the account number(s) linked to the application you are submitting. Then click 'Open'.

Note: The account number will be included on the assignment spreadsheet, and can also be found in PACE – see step 2 screen shot.

**note: You must upload a 526 for every account linked to the application you are submitting.*

Open

← → ∨ ↑ 📁 › Search Results in 526s for GW   ∨ ᗷ   2421100011   ✕

Organize ▼

Quick access
OneDrive - UHG
526s for GW

📄 PDF A 2421100011 Yaragza Orteg...   Size: 310 KB
Date modified: 6/14/2024 2:42 PM

Search again in:

Documents Pending Submission

The following content in the table lists the Documents Pending Submission.

Date	File Name	Document Type	Client	Case/Application	Benefit/Program	Submission Status	Remove
08/27/2024	A 2421100011 Yaragza Ortega-Ochoa.pdf	Medical Bills/Documents	Yaragza Ortega-Ochoa	T35013044	Medical Assistance (MA)	Upload Pending	❌ Remove

Submit

15. Once the page reloads, scroll to the bottom of the page to 'Documents Pending Submission'

16. Go back to PACE, and click on the application name

Applications and Visits Recap				
Type	Status - Reason	Work	Applied for Dates	Next Process
RSM-EMA-05/15/24 (I)	Taken - Not Sent	Work	05/10/24 - 05/25/24	
Visit: 05/14/24 (IP)	Northside-OB	2421100011	$0.00	▸ Pending Approval
	▸ Approved - Eligibility			

17. Enter the information in the associated fields. Tracking Number is the 'Case/Application' number that begins with a T seen in the screen shot for step #15. Status should be changed to 'Application Submitted' from the drop-down selections, and 'Sent to Agency Date' will be the date you are submitting the application in Gateway.

18. Next, select the icon to add a Note

19. Using the information in GW under 'Documents Pending Submission' (seen in step 15), begin completing the note for PACE. Select Private, Role Type = HCR, Note Template type = Custom Notes. Then, use the format in the note below to standardize your notes, but Do not save your note yet.

Ex: Submitted application in GW on 12.23.2024. 526 for account #2430101018. Tracking #T36137765. Uploaded tx#IESUC014733260.

Note Template

Role Type •

<input>HCR ⊗ ▼

☑ **Private**
☐ High Importance
☐ Add to all active visits ⓘ

Note Template •

<input>Custom Notes ⊗ ▼

Note •

Submitted application in GW on 7.27.24
526 for account 2421100011 uploaded
TX#

20. Go back to Gateway and click 'Submit' under the Documents Pending Submission section. Once the page re-loads, scroll to the bottom of the page.

Documents Pending Submission

The following content in the table lists the Documents Pending Submission.

Date	File Name	Document Type	Client	Case/Application	Benefit/Program	Submission Status	Remove
08/27/2024	A 2421100011 Yaragza Ortega-Ochoa.pdf	Medical Bills/Documents	Yaragza Ortega-Ochoa	T35013044	Medical Assistance (MA)	Upload Pending	❌ Remove

Submit

21. At the bottom of the page under History of Documents Upload, you will see the ==Case Application Number and Transaction Number== for the document uploaded. Copy and paste that number into the PACE note. Next, copy the note entered and then click 'Save'

History of Documents Uploaded

The following content in the table lists the History of Documents Uploaded.

Date	Document Type	Client	Case/Application	Benefit/Program	Submission Status	Transaction Number
08/27/2024	Medical Bills/Documents	Yaragza Ortega-Ochoa	T35013044	Medical Assistance (MA)	Submitted	IESUC013401403

Previous   **Next**

Sample format for notes: Submitted application in GW on 12.23.2024. 526 for account #2430101018. Tracking #T36137765. Uploaded tx#IESUC014733260.

22. Once the User note is crated and saved successfully, close out of the note window

23. Then, click Save in PACE on the Edit Application page

24. On the next page, select Person from the left menu, then you will see the application status has been successfully updated to 'Pending-Application Submitted'

25. If the application type is RSM or Pregnant Woman, go to step 26. Otherwise, all updates have been made and there are no further steps.

26. For application types RSM or Pregnant Woman, there may be a baby linked to the application. You can identify that in the upper right corner in PACE. The baby will have a recent date of birth.

27. Click the baby's name to navigate to the baby's account in PACE

Ortega-Ochoa, Yaragza
Pace#9644949
DOB: 12/22/95
Age: 28
Gender: F

1605 Calvin Davis Cir
LAWRENCEVILLE, GA 30043
County: GWINNETT

470-354-6763 (P)
Ochoaortega22@gmail.com
Language: Spanish (P)
Contact Preference: Phone

☐ Opted Out of Texts

Other Applicant Info:
Other Applicant: Alexis Garcia-Ortega
DOB: 06/16/17
PersonID: 9649403
Other Applicant: Liam Garcia-Ortega
DOB: 05/15/24
PersonID: 17289375

Adobe eSignature
Text/Email
Person
 - Edit
 - Financial
Other Applicant
 - Add
 - Link
Visits
 - Add
 - Link
Applications

▶ Additional Information

Applications and Visits Recap

Type	Status - Reason	Work	Applied for Dates	Next Process
⊟ RSM-EMA-05/15/24 (I)	Pending - Application Submitted	09/26/24	05/10/24 - 05/25/24	Contact State Agency
Visit: 05/14/24 (IP)	Northside-OB	2421100011	$0.00	▸ Pending Approval
⊟ Pregnant Woman-EMA-06/17/17 (I)	▸ Approved - Eligibility Found	Work	06/15/17 - 06/30/17	

28. Follow steps 17 and 18 above, and in the Note, field paste the note you copied from the mom's account in PACE, click Save, the close the window. Then, click Save in PACE on the Edit Application page (see step 23).
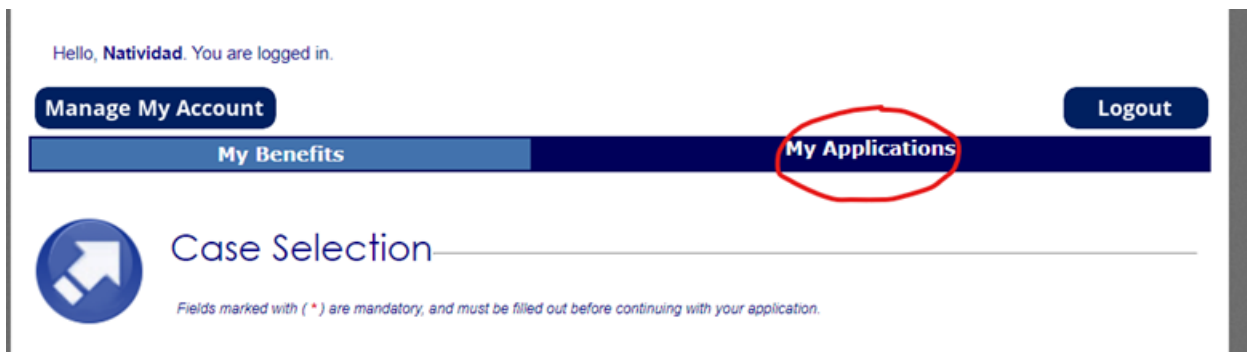

---DONE---

#2 – If there is no Username or Password listed, use the format below to log into GW. If that format works, click 'Edit' under Person on the left menu, then add the User ID and Password, and click 'Save'. Then, resume step #2 above.

a#6 – If this page loads, click "May Applications" which will then allow you to resume step #6.