

Gate Way & Pace in Citrix

- **CITRIX**

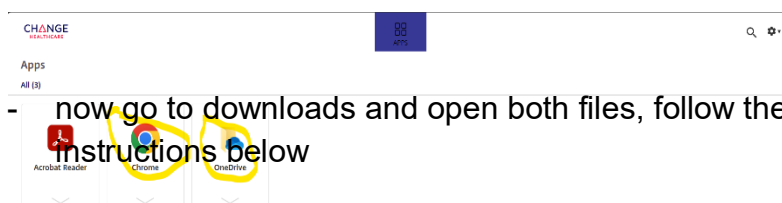
Login to Citrix - [NetScaler Gateway](#)

- login username and password

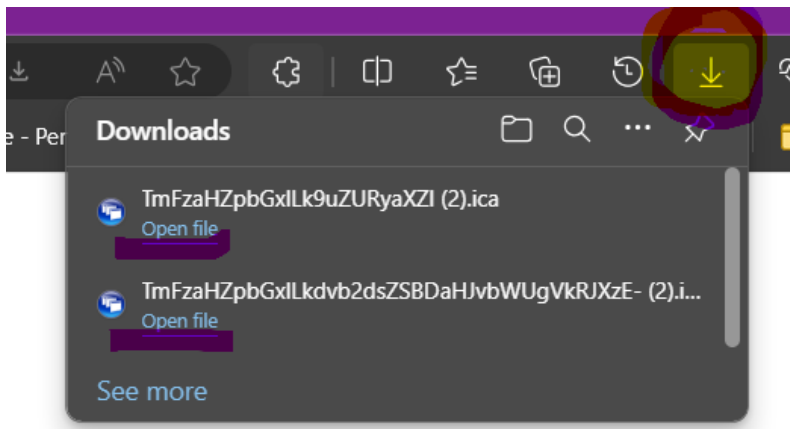
- authentication device – put or use the numbers for options you want to choose.

- input here the OTP and then submit

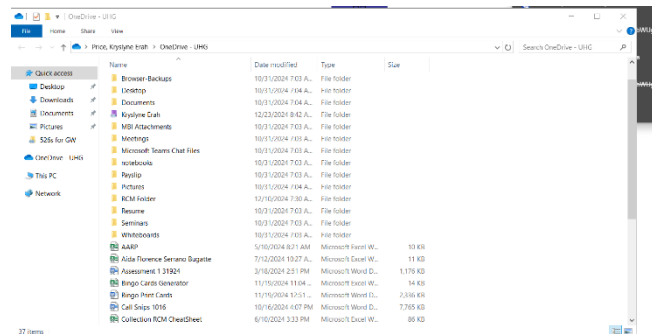
- you will be routed here, then click that one drive and chrome logo in yellow highlights



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

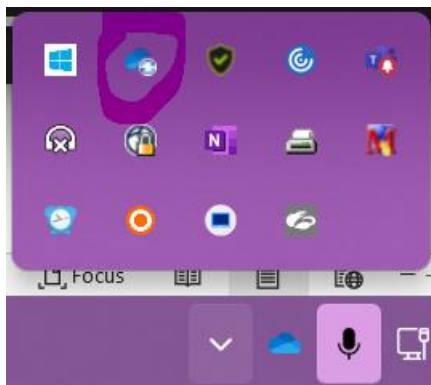


- once you open the one drive file this one drive below will pop up and we need to sync this to our personal one drive

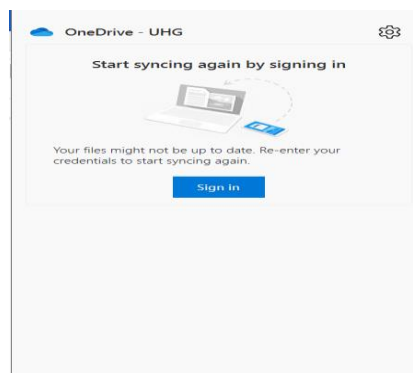


- To sync it we need to login in our personal one drive, follow 1st snip bellow and login in your personal account. Once you are signed in this will automatically be synced see third snip.

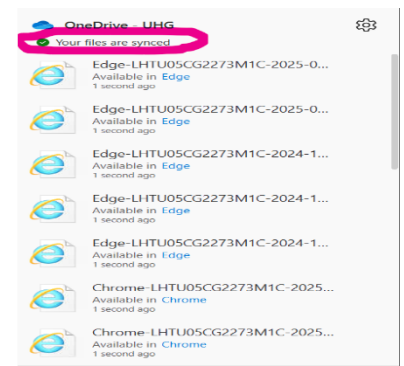
1st



2nd

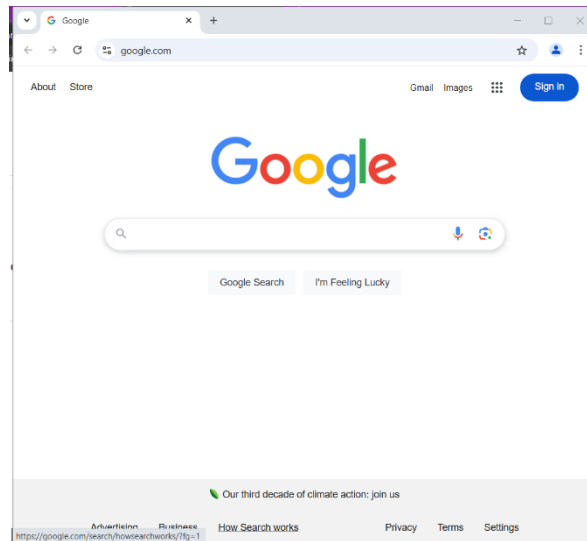


3rd



- 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 below click the down arrow for **Additional Information** and find Username and Password. Follow snip below.

*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.

CHANGE HEALTHCARE | PACE

Home Person Reports AdvocatePro Admin Batch Updates Jump to: AccID 05/30/2024 Home AccID Go Help and Support

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

1605 Calvin Davis Cir
 LAWRENCEVILLE, GA 30043
 County: GWINNETT

470-354-8763 (P)
 Ochoaortega24@gmail.com
 Language: Spanish (P)
 Contact Preference: Phone

☐ Opted Out of Texts

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

Additional Information

Patient Identified Plan Coverage:

Medical Portal Info:
 User Name: CHI9644949
 Password: 9644949CHI
 Security Answer: n/a
 Medicaid ID:
 Medicaid ID State:

Birth Info:
 City: n/a
 State: n/a
 Country: Honduras
 Mother's Name: n/a
 Mother's Maiden: n/a
 Father's Name: n/a

Date of Birth:
 Alias: n/a
 Client ID: n/a

Applications and Visits Recap

Type	Status - Reason	Work	Applied for Dates	Next Process
BSM-EMA-05/15/24 (I)	Taken - Not Sent	Work	05/10/24 - 05/25/24	
Visit: 05/14/24 (IP)	Northside-OB	3421100011	\$0.00	Pending Approval
Pregnant Woman-EMA-06/17/17 (I)	Approved - Eligibility Found	Work	06/15/17 - 06/30/17	
Visit: 06/15/17-06/18/17 (IP)	Northside-CIMA	1716600074	\$14,232.50	Billing List

• GATEWAY

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

Georgia Gateway
 Georgia Gateway is a Georgia Department of Community Services program.

[¿Habla Español? | Help](#)

Please note that Georgia Gateway will be unavailable during these times for planned system maintenance:

- 08:00 pm on Friday, 08/30/2024 to 11:00 pm on Friday, 08/30/2024.

Welcome to Georgia Gateway

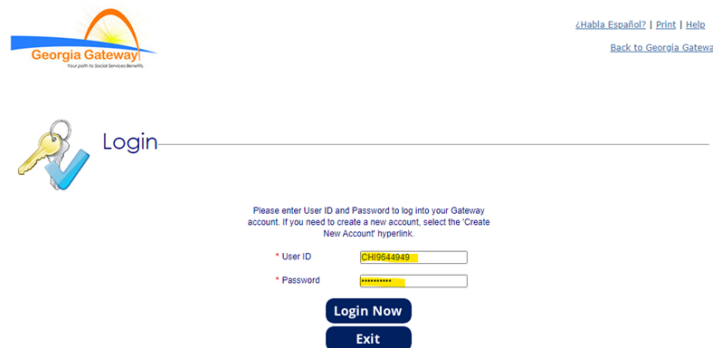
To apply for SNAP, TANF, MA, CAPS, or WIC, please select the Apply for Benefits button below.

If you already receive benefits, and you would like to create an account so you can manage your benefits online, select the Create an Account button below.

If you would like to create or access your account to Renew Benefits, Check Benefits, Upload a Document, Report a Change and View Notices, Select the Manage My Account/Login button below.

[Apply for Benefits](#) [Create an Account](#) [Manage My Account/Login](#)

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



The screenshot shows the Georgia Gateway login page. At the top left is the Georgia Gateway logo with the tagline "Your path to Social Services Benefits". At the top right are links for "¿Habla Español?", "Print", "Help", and "Back to Georgia Gateway". Below the logo is a "Login" heading with a key icon. The main content area prompts the user to enter their User ID and Password. The User ID field contains "CH0064249" and the Password field contains "*****". Below the fields are two buttons: "Login Now" and "Exit".

Georgia Gateway
Your path to Social Services Benefits

¿Habla Español? | Print | Help
Back to Georgia Gateway

Login

Please enter User ID and Password to log into your Gateway account. If you need to create a new account, select the "Create New Account" hyperlink.

* User ID CH0064249
* Password *****

Login Now
Exit

5. Click "I Accept"



The screenshot shows the Georgia Gateway Confidentiality Agreement page. At the top left is the Georgia Gateway logo. At the top right are links for "¿Habla Español?", "Print", and "Back to Georgia Gateway". Below the logo is a "Confidentiality Agreement" heading with a padlock icon. The main content area contains a "Confidentiality Agreement Consent" section with a paragraph of text. At the bottom right are two buttons: "I Accept" and "I Do Not Accept". The "I Accept" button is circled in red.

Georgia Gateway
Your path to Social Services Benefits

¿Habla Español? | Print
Back to Georgia Gateway

Confidentiality Agreement

Confidentiality Agreement Consent

By clicking "I Accept", you accept confidentiality, acceptable use, and other privacy policies as mandated by the State of Georgia. Please note that it is your responsibility to print and keep copies of sensitive information. Click "I Do Not Accept" to end this session and log out.

I Accept I Do Not 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.

Status Of Application

To view a PDF copy of your submitted applications click the Details icon.
The following content in the table lists the Status Of Application.

Submitted By	Application Number	Status	Date of Last Access/ Date Submitted	Program Applied For	Details	Would you like to upload documents?
Yaragza Ortega Ochoa	Select here to continue application	In Progress	08/27/2024	Medical Assistance		N/A

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

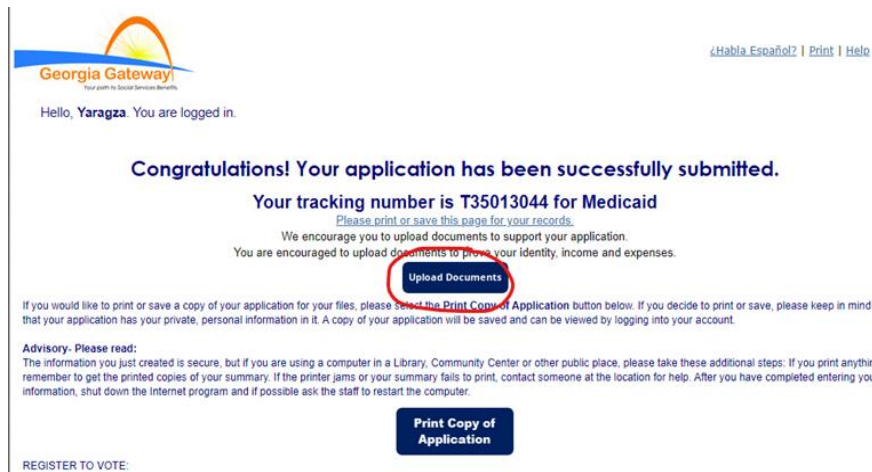
9. Click ‘Next’ at the bottom of the next page. It will reload, and you will click ‘Next’ again.

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-

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			

19.

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



Georgia Gateway
Your path to Social Services benefits

Hello, Yargza. You are logged in.

Congratulations! Your application has been successfully submitted.

Your tracking number is T35013044 for Medicaid

[Please print or save this page for your records.](#)

We encourage you to upload documents to support your application.
You are encouraged to upload documents to prove your identity, income and expenses.

Upload Documents

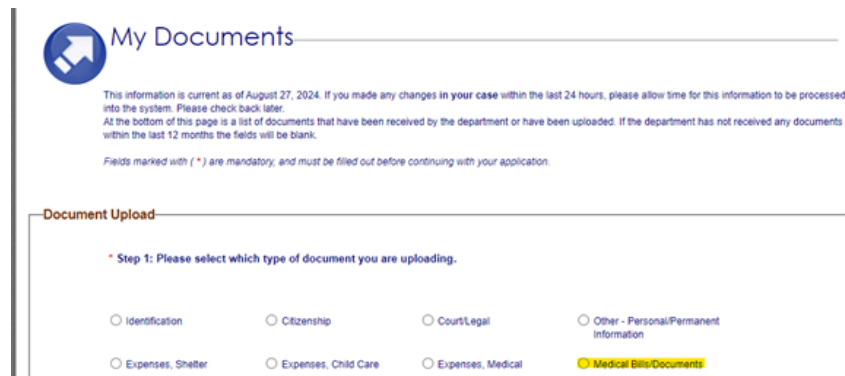
If you would like to print or save a copy of your application for your files, please **click the Print Copy of Application** button below. If you decide to print or save, please keep in mind that your application has your private, personal information in it. A copy of your application will be saved and can be viewed by logging into your account.

Advisory- Please read:
The information you just created is secure, but if you are using a computer in a Library, Community Center or other public place, please take these additional steps: If you print anything, remember to get the printed copies of your summary. If the printer jams or your summary fails to print, contact someone at the location for help. After you have completed entering your information, shut down the internet program and if possible ask the staff to restart the computer.

Print Copy of Application

REGISTER TO VOTE:

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



My Documents

This information is current as of August 27, 2024. If you made any changes in your case within the last 24 hours, please allow time for this information to be processed into the system. Please check back later.
At the bottom of this page is a list of documents that have been received by the department or have been uploaded. If the department has not received any documents within the last 12 months the fields will be blank.

Fields marked with (*) are mandatory, and must be filled out before continuing with your application.

Document Upload

* Step 1: Please select which type of document you are uploading.

☐ Identification ☐ Citizenship ☐ Court/Legal ☐ Other - Personal/Permanent Information

☐ Expenses, Shelter ☐ Expenses, Child Care ☐ Expenses, Medical ☒ Medical Bills/Documents

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
<input checked="" type="checkbox"/>	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

Liam Garcia-Ortega 05/15/2024 MA

Alexis Garcia-Ortega 06/16/2017 MA

or documents and select the one you would like to upload.

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

2421100011

Organize

Quick access

OneDrive - UHG

526s for GW


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

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.

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

Adobe eSignature
Text/Email
Person
- Edit
Track
- Financial
Other Applicant
- Add
- Link
Visits
- Add
- Link
Applications
- Add
Contacts
- Add PE
- Add TP
- Add AG
Evidence
Classic ScoreCard
Standard Forms
User Task
View History
Eligibility Screening
- View Responses
Eligibility Check

Edit Application for Yaragza Ortega-Ochoa

Applicant Address Info

State: Georgia
Type: RSM
Level: Initial
Status: Application Submitted
Customer: NH-Northside Hospital-OB
Office: Atlanta
HCR: Garcia, Dayma
CP: Choose...

Initial: 5/15/2024
Fax Protected Date:
CHC Sent to POD Date:
CHC Received Date:
QA Start Date:
QA Complete Date:
Sent to Agency Date: 7/27/2024
Agency Received Date:

Months Applied For: 5/10/2024 to 5/25/2024
State Online Application Submitted:
State Online Application Initiated: 5/15/2024

No Existing Coverage

Save Cancel

Enable All Levels
[Click here to enter an additional coverage](#)

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 *

HCR

☒ Private

☐ High Importance

☐ Add to all active visits ⓘ

Note Template *

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.

Note Template

Role Type •
HCR

Note Template •
Custom Notes

Note •
Submitted application in GW on 7.27.24
526 for account 2421100011 uploaded
TX# IESUC013401403

☒ Private
☐ High Importance
☐ Add to all active visits ⓘ

Preview Cancel Save

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

Face Notes - Google Chrome

https://pace.changehealthcare.com/FaceNotesFrame.aspx?tsURL=https://pace.changehealthcare.com/...

Note Template

Role Type •
HCR

☒ Private
☐ High Importance
☐ Add to all active visits ⓘ

✓ User note is created and saved successfully.

526 for account 2421100011 uploaded
TX# IESUC013401403

Preview Cancel Save

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

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

Edit Application for Yaragza Ortega-Ochoa

Applicant Address Info
1605 Calvin Davis Cir
LAWRENCEVILLE, GA 30043

Application Info

Case Number: T35013044
Tracking #: [Field]
State: Georgia
Type: RSM
Level: Initial
Status: Application Submitted
Customer: NH-Northside Hospital-OB
Office: Atlanta
HCR: Garcia, Dayma
CP: Choose...
RS: [Field]
Authorization: [Field]
EMA: [Field]
Months Applied For: 5/10/2024 to 5/25/2024
State Online Application Submitted: [Field]
State Online Application Initiated: 5/15/2024

Initial
Taken Date: 5/15/2024
Fax Protected Date: [Field]
CHC Sent to POD Date: [Field]
CHC Received Date: [Field]
QA Start Date: [Field]
QA Complete Date: [Field]
Sent to Agency Date: 7/27/2024
Agency Received Date: [Field]

Save **Cancel**

[Click here to enter an additional coverage](#)

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'

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

View Applications for Yaragza Ortega-Ochoa

Person

Hospital: NH-CIMA
Active
In-Active

Hospital: NH-Northside Hospital-OB
Active

Type	Taken	Level	Status	Office	Submitted	Approval	Denial	CHC	Received	Medicaid #	Resolution	Specialist	Notes
RSM-EMA	05/15/24	Initial	Pending - Application Submitted	Atlanta	07/27/24						Status Eligibility		

Visits
In-Active

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

Additional Information

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

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.

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)
☐ Opted Out of Texts
Ochoaortega22@gmail.com
Language: Spanish (P)
Contact Preference: Phone

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
<input type="checkbox"/> RSM-EMA-05/15/24 (I)	Pending - Application Submitted	<u>09/26/24</u>	05/10/24 - 05/25/24	Contact State Agency
<u>Visit</u> : 05/14/24 (IP)	Northside-OB	2421100011	\$0.00	→ Pending Approval
<input type="checkbox"/> Pregnant Woman-EMA-06/17/17 (I)	Approved - Eligibility Found	Work	06/15/17 - 06/30/17	

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.

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)
☐ Opted Out of Texts
Ochoaortega22@gmail.com
Language: Spanish (P)
Contact Preference: Phone

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
<input type="checkbox"/> RSM-EMA-05/15/24 (I)	Pending - Application Submitted	<u>09/26/24</u>	05/10/24 - 05/25/24	Contact State Agency
<u>Visit</u> : 05/14/24 (IP)	Northside-OB	2421100011	\$0.00	→ Pending Approval
<input type="checkbox"/> Pregnant Woman-EMA-06/17/17 (I)	Approved - Eligibility Found	Work	06/15/17 - 06/30/17	

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
<div> <div>RSM-EMA-05/15/24 (I)</div> <div>Visit: 05/14/24 (IP)</div> </div>	<div>Pending - Application Submitted</div> <div>Northside-OB</div>	<div>09/26/24</div> <div>2421100011</div>	<div>05/10/24 - 05/25/24</div> <div>\$0.00</div>	<div>Contact State Agency</div> <div>Pending Approval</div>
<div>Pregnant Woman-EMA-06/17/17 (I)</div>	<div>Approved - Eligibility Found</div>	<div>Work</div>	<div>06/15/17 - 06/30/17</div>	

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---

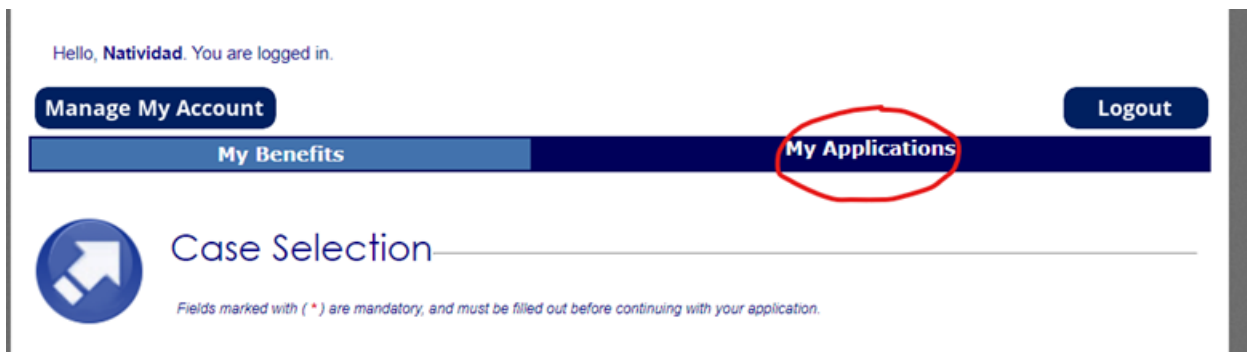
QUICK TIPS –

#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.



The screenshot shows a user profile management interface. On the left is a vertical menu with the following items: Adobe eSignature, Text/Email, Person, - Edit (highlighted in yellow), - Financial, Other Applicant, - Add, - Link, Visits, - Add, - Link, and Applications. The main form area contains the following fields: Time of Day to Contact: (text input), Username: (text input, highlighted in yellow), Password: (text input, highlighted in yellow), and Security Answer: (text input).

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



The screenshot shows a user dashboard. At the top, it says "Hello, Natividad. You are logged in." Below this is a navigation bar with three buttons: "Manage My Account", "My Applications" (circled in red), and "Logout". Below the navigation bar is a section titled "Case Selection" with a blue circular icon containing a white arrow pointing up and to the right. Below the title is a line of text: "Fields marked with (*) are mandatory, and must be filled out before continuing with your application."