

## Submitting Saved Applications in Gateway & Updating 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. If there is not a 526 for all accounts under the application, do not submit the application on GW. Return with a note of which account is missing a 526.

**CHANGE HEALTHCARE** | PACE

Home Person → Reports → AdvocatePro → Admin Batch Updates →

Jump to: PersonID  ID, SSN, Name, Acct, N  Go Help and Support

2. Click the down arrow for Additional Information, and find User Name and Password  
\*if there is no user name or password listed, **see #2 in Quick Tips**

**CHANGE HEALTHCARE** | PACE

Home Person → Reports → AdvocatePro → Admin Batch Updates →

Jump to: Acct#  ID, SSN, Name, Acct, N  Go Help and Support

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](mailto: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  
- Add  
Contacts  
- Add PE  
- Add TP  
- Add AG  
Evidence

**Additional Information**

Patient Identified Plan Coverage: Medicaid Portal Info:  
User Name: CHI9644949  
Password: 9644949CHI  
Security Answer: n/a  
Medicaid ID:  
Medicaid ID State:

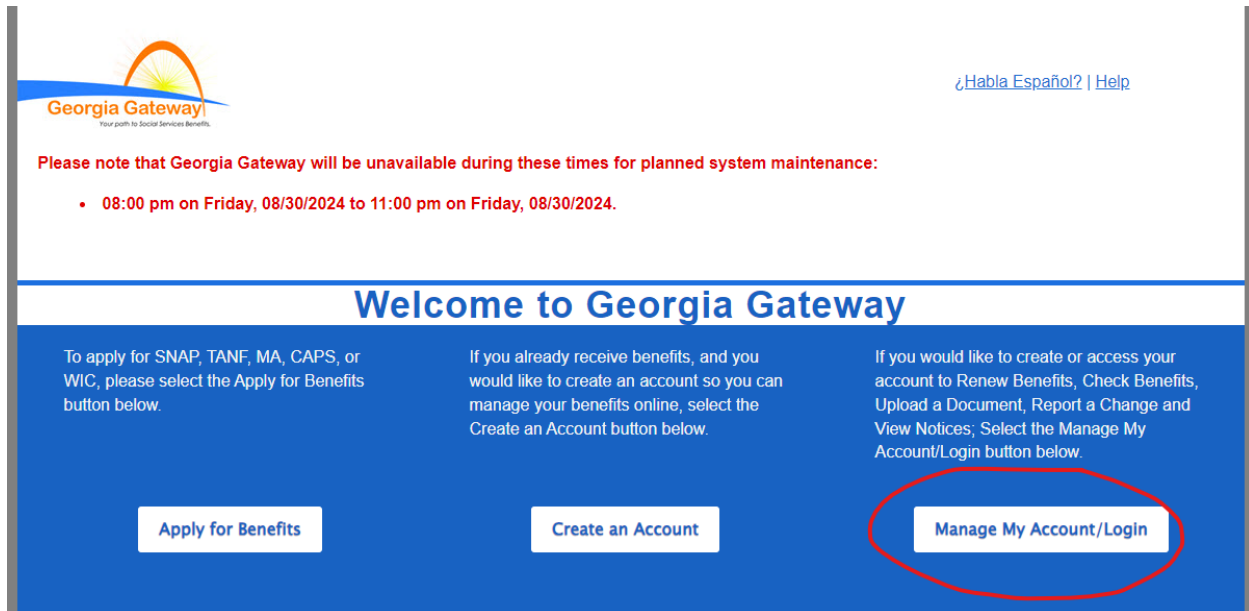
Birth Info:  
City: n/a  
State: n/a  
Country: Honduras  
Mother's Name: n/a  
Mother's Maiden: n/a  
Father's Name: n/a

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

Applications and Visits Recap					
Type	Status - Reason	Work	Applied for Dates	Next Process	
<input checked="" type="checkbox"/> 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	
<input checked="" type="checkbox"/> 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	

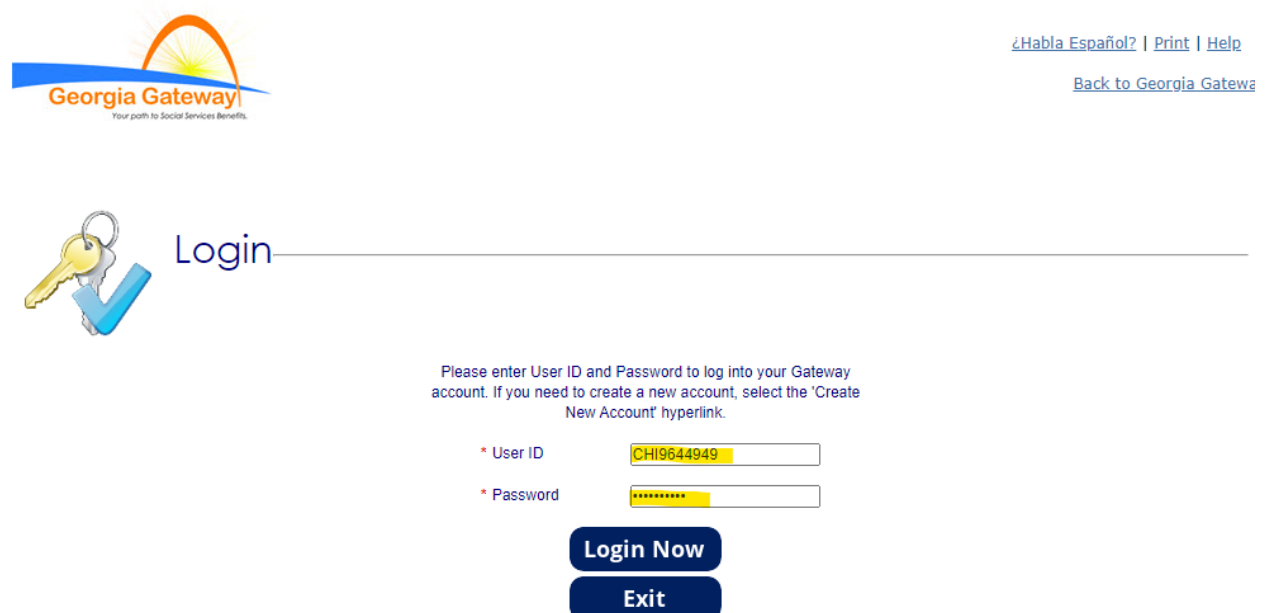
## Submitting Saved Applications in Gateway & Updating PACE

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



The screenshot shows the Georgia Gateway homepage. At the top left is the logo with the text "Georgia Gateway" and "Your path to Social Services Benefits". At the top right are links for "¿Habla Español?", "Help", "Print", and "Back to Georgia Gateway". A red notice states: "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." Below this is a blue banner with the heading "Welcome to Georgia Gateway". It contains three columns of text and buttons. The first column says "To apply for SNAP, TANF, MA, CAPS, or WIC, please select the Apply for Benefits button below." with a button labeled "Apply for Benefits". The second column says "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." with a button labeled "Create an Account". The third column says "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." with a button labeled "Manage My Account/Login" which is circled in red.

4. Enter the User Name 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 logo with the text "Georgia Gateway" and "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 graphic of a key and the word "Login". A horizontal line separates the header from the login form. The form contains the text: "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." Below this are two input fields: "\* User ID" with the value "CHI9644949" and "\* Password" with masked characters. At the bottom are two buttons: "Login Now" and "Exit".

## Submitting Saved Applications in Gateway & Updating PACE

5. Click "I Accept"



[¿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'.

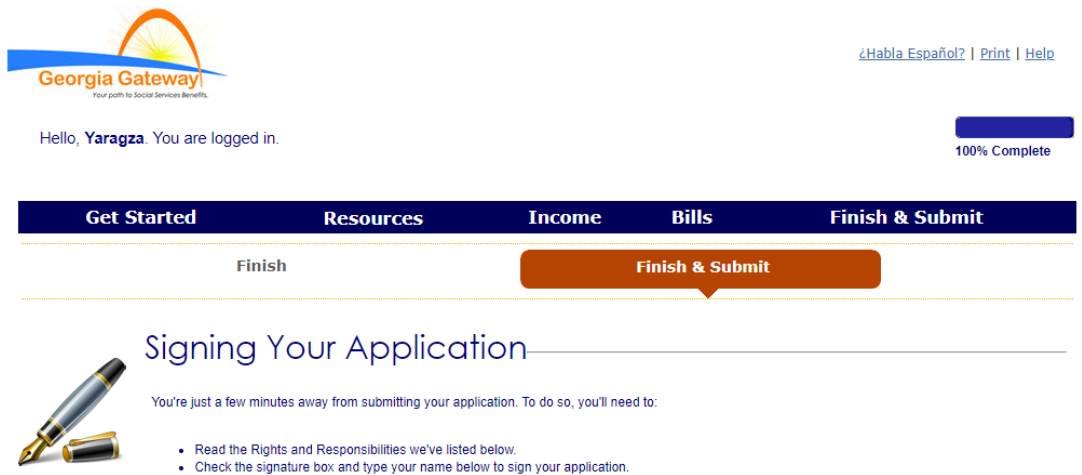
\*if the page that loads does not show 'Status of Application' at the bottom, go to **Quick tips #6**

**\*\*NOTE\*\*** If you do not see "Select here to continue application" under Application Number – take NO action and notate the spreadsheet. Do Not make any changes in PACE.

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	<a href="#">Select here to continue application</a>	In Progress	08/27/2024	Medical Assistance		N/A

## Submitting Saved Applications in Gateway & Updating PACE

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



Georgia Gateway  
Your path to Social Services Benefits

¿Habra Español? | Print | Help

Hello, Yaragza. You are logged in.

100% Complete

Get Started Resources Income Bills Finish & Submit

Finish Finish & Submit

### Signing Your Application

You're just a few minutes away from submitting your application. To do so, you'll need to:

- Read the Rights and Responsibilities we've listed below.
- Check the signature box and type your name below to sign your application.

8. At the bottom of the page, click the ‘Submit’ button to the far right

I understand I can be punished by law if I do not tell the complete truth.

☒ By checking this box and typing my name below, I am electronically signing this application as an Authorized Representative.

\* First Name:  \* Last Name:  Suffix:

☒ By checking this box and typing my name below, I am electronically signing my application.

\* First Name:  Middle Initial:  \* Last Name:  Suffix:

TO SUBMIT YOUR APPLICATION FOR BENEFITS, SELECT ONE OF THE THREE "SUBMIT" BUTTONS BELOW. NONE OF THE THREE "SUBMIT" BUTTONS BELOW WILL REGISTER YOU TO VOTE. IF YOU WANT TO APPLY TO REGISTER TO VOTE, ADDITIONAL STEPS ARE NEEDED TO COMPLETE THE VOTER REGISTRATION PROCESS.

Previous Save and Exit

**SUBMIT**  
YES, I WANT TO APPLY TO REGISTER TO VOTE WHERE I LIVE NOW (Voter registration information will be provided on the next page)

**SUBMIT**  
NO, I DO NOT WANT TO APPLY TO REGISTER TO VOTE WHERE I LIVE NOW

**SUBMIT**  
I DO NOT WANT TO ANSWER THE VOTER REGISTRATION QUESTION (Voter registration information will be provided on the next page)

## Submitting Saved Applications in Gateway & Updating PACE

- Click 'Next' at the bottom of the next page. It will reload, and you will click 'Next' again.

Hello, **Yaragza**. You are logged in.

**Get Started**   **Resources**   **Income**   **Bills**   **Finish & Submit**

### Application Wrap Up

You are not required to upload any document to submit an application. However, verification may be needed to determine program eligibility. You may upload any verification that may help with determining eligibility. Once the application is received, a verification checklist will be sent requesting the verification that is required for each program to determine eligibility.

If you have previously provided the verification, there is no need to re-submit the documents.

**Head of Household Identity Verification**

You will now have the opportunity to upload documents for the Head of Household to provide proof of **Identity**. Select the document type and then select the "Choose File" button to upload the file to your application. If you wish to continue without uploading the document select Next.

Name	Validation	Document Type	File Name
Yaragza Ortega-Ochoa	Identity	Select to choose	<a href="#">Choose File</a>

**Head of Household Residency Verification**

You will now have the opportunity to upload documents for the Head of Household to provide proof of **Residency**. Select the document type and then select the "Choose File" button to upload the file to your application. If you wish to continue without uploading the document select Next.

Name	Validation	Document Type	File Name
Yaragza Ortega-Ochoa	Residency	Select to choose	<a href="#">Choose File</a>

**Citizenship Verification**

You will now have the opportunity to upload documents for yourself or members of your household to provide proof of **Citizenship**. Select the document type and then select the "Choose File" button to upload the file to your application. If you wish to continue without uploading the document select Next.

Name	Validation	Document Type	File Name
Yaragza Ortega-Ochoa	Citizenship	Select to choose	<a href="#">Choose File</a>
Liam Garcia-Ortega	Citizenship	Select to choose	<a href="#">Choose File</a>
Alexis Garcia-Ortega	Citizenship	Select to choose	<a href="#">Choose File</a>

**Next**

- Next, reference the application type in PACE. If the application type includes 'EMA', go to step 11. If not, follow steps 16-19.

Applications and Visits Recap				
Type	Status - Reason	Work	Applied for Dates	Next Process
<input checked="" type="checkbox"/> 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				

## Submitting Saved Applications in Gateway & Updating PACE

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



Hello, Riccy. You are logged in.

[¿Habla Español?](#) | [Print](#) | [Help](#)

**Congratulations! Your application has been successfully submitted.**

**Your tracking number is T36766513 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 select 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.

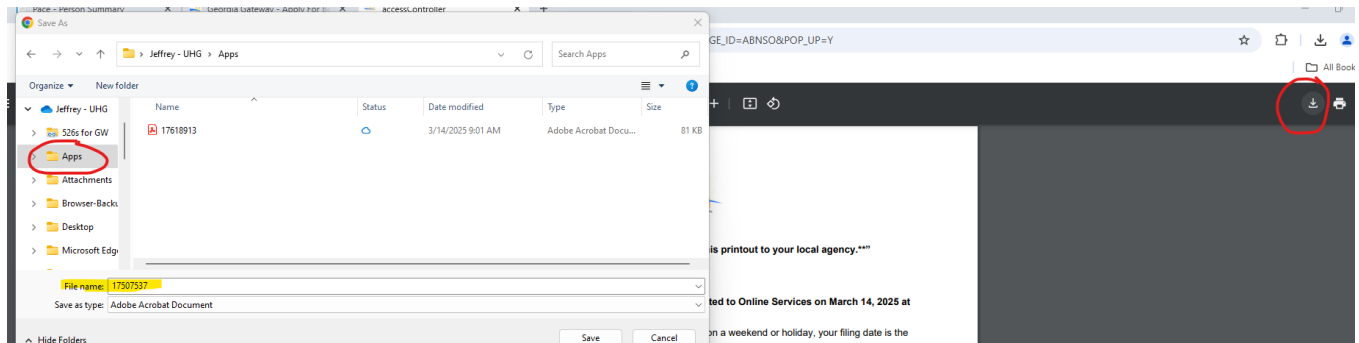
**Advisory- Please read:**

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.

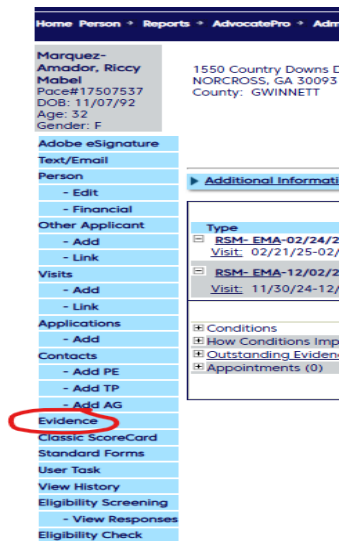
[Print Copy of Application](#)

REGISTER TO VOTE:

### 12. Once the application opens, click the down arrow icon. A window will pop up. You will select the 'Apps' folder. Name the file with the PACE number. And Save. Then close the tab with the application.



### 13. Next, click 'Evidence' in PACE on the left blue menu.



## Submitting Saved Applications in Gateway & Updating PACE

- Update the 'Action' field to 'Add Evidence'. Update 'Evidence Category' to 'Forms'. In the Evidence Type search 'gateway' and select 'GATEWAY APPLICATION'.

CHANGE HEALTHCARE | PACE

Home Person > Reports > AdvocatePro > Admin Batch Updates > Jump to: PersonID ID, SSN, Name, Acct

Marquez-Amador, Riccy Mabel  
Pace#17507537  
DOB: 11/07/92  
Age: 32  
Gender: F

Adobe eSignature  
Text/Email  
Person  
- Edit  
- Financial  
Other Applicant  
- Add  
- Link  
Visits  
- Add  
- Link  
Applications  
- Add  
Contacts  
- Add PE  
- Add TP  
- Add AG  
Evidence  
Classic ScoreCard  
Standard Forms

Evidence

Action  
Add Evidence

Evidence Category  
Forms

Evidence Type  
gateway

GA GATEWAY Authorization Form  
GATEWAY Application  
Gateway Confirmation  
GATEWAY EVIDENCE  
GATEWAY TRACKING NUMBER

- Select the account and application you are working. You can identify this based on the date of the application and account.

CHANGE HEALTHCARE | PACE

Home Person > Reports > AdvocatePro > Admin Batch Updates > Jump to: PersonID ID, SSN, Name, Acct Go Help and Support

Marquez-Amador, Riccy Mabel  
Pace#17507537  
DOB: 11/07/92  
Age: 32  
Gender: F

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

Evidence

Action  
Add Evidence

Evidence Category  
Forms

Evidence Type  
GATEWAY Application

Add Clear

Associate Visit(s)  
2433500708 11/30/2024 NH-Northside Hospital  
2505203196 2/21/2025 NH-Northside Hospital-OB

Associate Application(s)  
RSM- EMA 12/2/2024 (Initial-Application Submitted)  
RSM- EMA 2/24/2025 (Initial-PreTaken)

- Click 'Browse'. A window will pop up. From the 'Apps' folder you will select the file with the PACE number you are working. Then, click 'Open'

CHANGE HEALTHCARE | PACE

Home Person > Reports > AdvocatePro > Admin Batch Updates > Jump to: PersonID ID, SSN, Name, Acct

Marquez-Amador, Riccy Mabel  
Pace#17507537  
DOB: 11/07/92  
Age: 32  
Gender: F

Adobe eSignature  
Text/Email  
Person  
- Edit  
- Financial  
Other Applicant  
- Add  
- Link  
Visits  
- Add  
- Link  
Applications  
- Add  
Contacts  
- Add PE  
- Add TP  
- Add AG  
Evidence  
Classic ScoreCard

Evidence

Action  
Add Evidence

Evidence Category  
Forms

Evidence Type  
GATEWAY Application

Add Clear

Drag Your File Here or Browse  
Supported Files: JPEG, JPG, GIF, PNG, PDF

Upload Cancel

Open

Jeffrey - UHG > Apps

Name	Status	Date modified	Type
17507537		3/14/2025 9:15 AM	Adobe Acrobat Doc
17618913		3/14/2025 9:01 AM	Adobe Acrobat Doc

File name: 17507537

Open

## Submitting Saved Applications in Gateway & Updating PACE

17. Next, click 'Upload'. The application is now saved to the scorecard.

The screenshot shows the 'Evidence' section of a web application. On the left is a sidebar with a user profile for 'Marquez-Amador, Riccy Mabel' and a list of navigation options including 'Person', 'Other Applicant', 'Visits', 'Applications', 'Contacts', and 'Evidence'. The main area contains a form with the following fields: 'Action' (set to 'Add Evidence'), 'Evidence Category' (set to 'Forms'), and 'Evidence Type' (set to 'GATEWAY Application'). Below these fields are 'Add' and 'Clear' buttons. A file input field shows '17507537.pdf'. At the bottom, the 'Upload' button is circled in red, next to a 'Cancel' button. On the right side of the form, there are two 'As' labels with checkboxes.

18. You will follow the same steps to upload the 526. They are bulleted below without screen shots, essentially the same steps.

- Action = Add Evidence
- Evidence Category = Forms
- Evidence Type = search 526, select 'DMA-526 GA'
- Select account number associated with 526 under 'Associated Visits'
- Select application you are working under 'Associate Application'
- Click Add, then Browse
- Find the 526 in the 526 folder and click 'Open'
- Then, click 'Upload'

19. Go back to Gateway and click 'Upload Documents'

The screenshot shows the 'Georgia Gateway' confirmation page. At the top left is the logo and the text 'Your path to Social Services Benefits.' Below this, it says 'Hello, Yaragza. You are logged in.' On the top right are links for '¿Habla Español?', 'Print', and 'Help'. The main message is 'Congratulations! Your application has been successfully submitted.' followed by 'Your tracking number is T35013044 for Medicaid'. A link 'Please print or save this page for your records.' is provided. Below this, it says 'We encourage you to upload documents to support your application. You are encouraged to upload documents to prove your identity, income and expenses.' The 'Upload Documents' button is circled in red. At the bottom, there is an advisory section with a 'Print Copy of Application' button and a 'REGISTER TO VOTE' link.



## Submitting Saved Applications in Gateway & Updating PACE

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



#### My Documents

This information is current as of January 15, 2025. 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.

- |  |   |  |   |
|--|---|--|---|
| <input type="radio"/> ABD Disability                             | <input type="radio"/> ABD Provider Forms  | <input type="radio"/> Agency & Other Agency Correspondence           | <input type="radio"/> CCSP Communicator   |
| <input type="radio"/> CCSP LOC/Placement                         | <input type="radio"/> Case - Client Notes   | <input type="radio"/> Change DMA 59                                  | <input type="radio"/> Child Support   |
| <input type="radio"/> Citizenship                                | <input type="radio"/> Client Correspondence   | <input type="radio"/> Court/Legal                                    | <input type="radio"/> DBHDD LOC Agreement   |
| <input type="radio"/> DMA 6A-TEFRA/KB                            | <input type="radio"/> DMA 7-LOC Re-Evaluation   | <input type="radio"/> DMA 704-TEFRA/Katie Beckett Cost Effectiveness | <input type="radio"/> DMA 706-TEFRA/Katie Beckett Medical Necessity LOC Statement |
| <input type="radio"/> DMA-6                                      | <input type="radio"/> Expenses, Child Care  | <input type="radio"/> Expenses, Medical                              | <input type="radio"/> Expenses, Shelter   |
| <input type="radio"/> Express Lane Eligibility Opt Out Statement | <input type="radio"/> Express Lane Eligibility and Medical Assistance Opt Out Statement | <input type="radio"/> Form 942-IME Verification Form                 | <input type="radio"/> Form 970-VA Communication Form                              |
| <input type="radio"/> Foster Care/Adoption                       | <input type="radio"/> Fraud Services  | <input type="radio"/> GVRA Enrollment Letter                         | <input type="radio"/> HIPAA   |
| <input type="radio"/> Hearings                                   | <input type="radio"/> Hospice Communicator  | <input type="radio"/> IEP/IFSP                                       | <input type="radio"/> Identification  |
| <input type="radio"/> Katie Beckett                              | <input checked="" type="radio"/> Medical Bills/Documents                                | <input type="radio"/> Medically Needy Options Statement              | <input type="radio"/> NOW/COMP Communicator                                       |

### 21. 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.

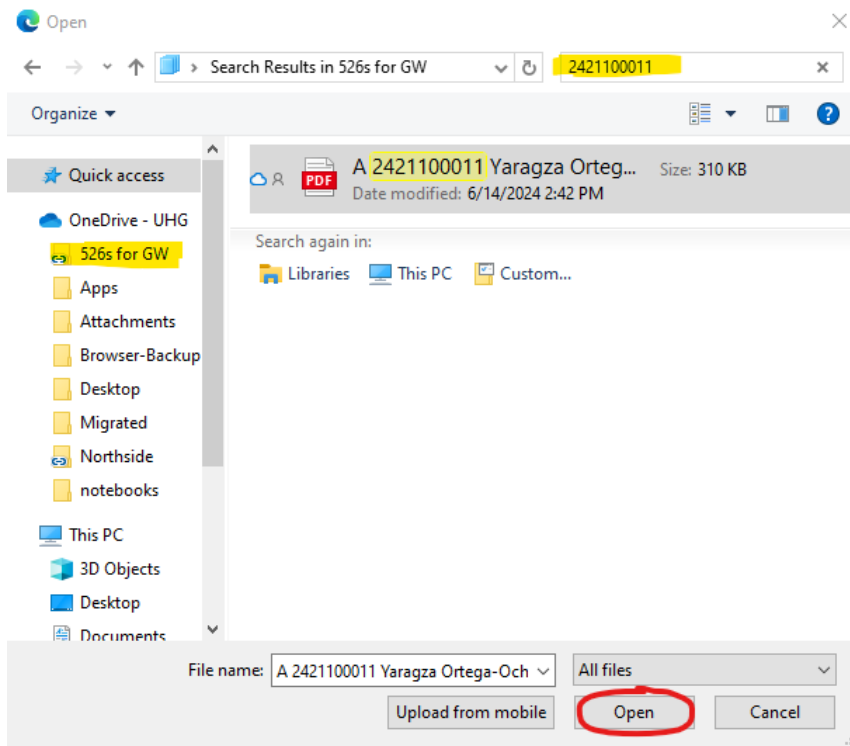
\* Step 5: Review the Documents Pending Submission listed below. Select Submit to finish uploading the documents.

## Submitting Saved Applications in Gateway & Updating PACE

22. 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.*



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


**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	 <a href="#">Remove</a>

**Submit**

24. 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

## Submitting Saved Applications in Gateway & Updating PACE

25. 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

**Edit Application for Yaragza Ortega-Ochoa**

**Applicant Address Info**  
1605 Calvin Davis Cir  
LAWRENCEVILLE, GA 30043

**Application Info**

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

Taken Date: \* 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:

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

**No Existing Coverage**

[Save](#) [Cancel](#)

26. Next, select the icon to add a Note

**Edit Application for Yaragza Ortega-Ochoa**

**Applicant Address Info**  
1605 Calvin Davis Cir

27. 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.

*\*If application is not EMA, your note will only be the first line of the note below, then go to step #22*

## Submitting Saved Applications in Gateway & Updating PACE

### Note Template

Role Type \*

HCR

☒ Private

☐ High Importance

☐ Add to all active visits ⓘ

Note Template \*

Custom Notes


Note \*

T36312917, GW app submitted 1.15.25  
526 uploaded for account 2428803508  
TX#

28. 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	 <a href="#">Remove</a>

**Submit**

29. At the bottom of the page under History of Documents Upload, you will see the 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**

## Submitting Saved Applications in Gateway & Updating PACE

### Note Template

Role Type \*

HCR

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

Note Template \*

Custom Notes

Note \*

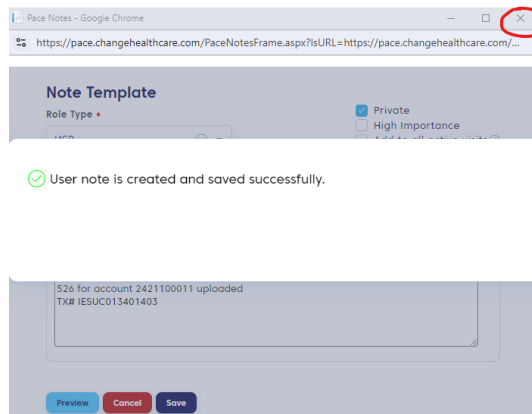
T36312917, GW app submitted 1.15.25  
526 uploaded for account 2428803508  
TX# IESUC015008868

Preview

Cancel

Save

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



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

A screenshot of the "Edit Application for Yaraqza Ortega-Ochoa" page in the PACE system. The page is divided into several sections: "Applicant Address Info" (1605 Calvin Davis Cir, LAWRENCEVILLE, GA 30043), "Application Info" (Case Number: T35013044, State: Georgia, Type: RSM, Level: Initial, Status: Application Submitted, Customer: NH-Northside Hospital-OB, Office: Atlanta, CP: Garcia, Dayma), "Taken Date" (5/15/2024), "Fax Protected Date", "CHC Sent to POD Date", "CHC Received Date", "QA Start Date", "QA Complete Date", "Sent to Agency Date", and "Agency Received Date". There are also fields for "Months Applied For" (5/10/2024 to 5/25/2024), "State Online Application Submitted" (5/15/2024), and "State Online Application Initiated" (5/15/2024). At the bottom, there is a "No Existing Coverage" section with a "Save" button circled in red. A link "Click here to enter an additional coverage" is also present.

## Submitting Saved Applications in Gateway & Updating PACE

32. 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, Yara**  
Pace#9644949  
DOB: 12/22/95  
Age: 28  
Gender: F

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

**View Applications for Yara Ortega-Ochoa**

Print Log Sheet

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
<input type="checkbox"/> RSM-EMA	05/15/24	Initial	Pending - Application Submitted	Atlanta	07/27/24						Status Eligibility	

☒ In-Active

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

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

1605 Calvin Davis Cir  
LAWRENCEVILLE, GA 30043  
County: GWINNETT

470-354-6763 (P)  
[Ochoaortega22@gmail.com](mailto: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
<input checked="" type="checkbox"/> 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

33. 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, Yara**  
Pace#9644949  
DOB: 12/22/95  
Age: 28  
Gender: F

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

1605 Calvin Davis Cir  
LAWRENCEVILLE, GA 30043  
County: GWINNETT

470-354-6763 (P)  
[Ochoaortega22@gmail.com](mailto: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
<input checked="" type="checkbox"/> 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
<input checked="" type="checkbox"/> Pregnant Woman-EMA-06/17/17 (I)	Approved - Eligibility Found	Work	06/15/17 - 06/30/17	

## Submitting Saved Applications in Gateway & Updating PACE

34. 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, Yara**  
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](mailto: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
<input type="checkbox"/> 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
<input type="checkbox"/> Pregnant Woman-EMA-06/17/17 (I)	Approved - Eligibility Found	Work	06/15/17 - 06/30/17	

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

**Ortega-Ochoa, Yara**  
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](mailto: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
<input type="checkbox"/> 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
<input type="checkbox"/> Pregnant Woman-EMA-06/17/17 (I)	Approved - Eligibility Found	Work	06/15/17 - 06/30/17	

36. 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, then close the window. Then, click Save in PACE on the Edit Application page (see step 23)

37. Once the application(s) have been submitted and updated in PACE, you will need check the scorecard and update the application status accordingly.

38. Select Classic Scorecard.

Adobe eSignature

Text/Email

Person

- Edit

- 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

## Submitting Saved Applications in Gateway & Updating PACE






39. Select the  Hyperlink next to the State Application that the HCR updated to Application Submitted. This will open up the application Evidence Scorecard

**MaineCare - Expansion-02/24/25 (Pending - Application Submitted)**

-  Personal (0)
-  Medical (0)
-  Visit: 23456789 - 02/23/25 (IP) zTest Customer (0)
-  Form (1)
-  Financial (0)






40. Next you will need to review the **Personal and Financial** evidence scorecard only.

**MaineCare - Expansion-02/24/25 (Pending - Application Submitted)**


-  Personal (0)
-  Medical (0)
-  Visit: 23456789 - 02/23/25 (IP) zTest Customer (0)
-  Form (1)
-  Financial (0)

41. If there are **NO** Personal or Financial evidence listed, or the evidence is listed as **Received or Submitted:**


**MaineCare - Expansion-02/24/25 (Pending - Application Submitted)**


-  Personal (0)
-  Medical (0)
-  Visit: 23456789 - 02/23/25 (IP) zTest Customer (0)
-  Form (1)
-  Financial (0)


**3MP-03/26/18 (Taken - Not Sent)**


 Personal (1)

☐ ID-SSN Card ☐ **Received-H** 04/06/25  APP - Applicant

 Medical (0)


 Visit: 123453 - 10/25/17 (OP) zTest Customer (0)

 Form (0)

 Financial (1)

☐ Income Ver-Earned ☐ **Submitted** 04/06/25  APP - Applicant

42. Go back to the Person Screen and select the Date hyperlink

	MaineCare - Disability-02/24/25 (I)	Pending - Application Submitted	<u>04/21/25</u>	12/01/24 - 02/24/26	Contact State Agency
Visit: 02/23/25-02/24/25 (IP)	zTest Customer	23456789	\$3,200.00	Pending Approval	





## Submitting Saved Applications in Gateway & Updating PACE


43. This opens the Status Agency Page.
  - a. Under the Select Result drop down, select **Scorecard Review Completed-Documents on File**
  - b. Add the **Scorecard review Completed-Documents on File** canned note
  - c. Select **SAVE** - **NOTE: this is what you will do for ALL application types of Pregnant Woman, RSM, and RSM-Baby.**


Application Submitted


Application Dates:


Select Result: **Scorecard Review Completed - Documents on File**  **a**


Detail1: Choose... 


Detail2: Choose... 


Hearing Date: 

Onset Date: 

Allowed Date: 

Override Due Date: 

Approved Date: 

Denied Date: 



[View Scorecard for this Application](#)

[Update Agency Representatives](#)

**c** **Save** **Cancel** **b**


44. Next, find the note template in the screen shot below.



**Note Template**


Role Type  **HCR** 


☐ Private

☐ High Importance

☐ Add to all active visits 


Note Template  **Scorecard Review Complet...** 

Note 

Evidence scorecard reviewed-all documents on file. 

**Preview** **Cancel** **Save**

45. The application status will update from Application Submitted to Patient Outreach-Scorecard Review Completed-Documents on File

	MaineCare - Disability-02/24/25 (1)	Patient Outreach - Scorecard Review Completed - Documents on File	04/21/25	12/01/24 - 02/24/26	Patient Outreach
Visit:	02/23/25-02/24/25 (IP)	zTest Customer	23456789	\$3,200.00	Pending Approval

## Submitting Saved Applications in Gateway & Updating PACE

46. If there are Personal and/or Financial evidence listed as **Outstanding** – **NOTE: These steps only applies to AMN and LIM application types.**

The screenshot shows the 'MaineCare - Non Disability-02/24/25 (Pending - Application Submitted)' screen. It has two main sections: 'Personal (1)' and 'Financial (1)'. In the 'Personal' section, the 'ID-SSN Card' is listed with a status of 'Outstanding' and a date of '04/06/25'. In the 'Financial' section, 'Bank Statements-Checking & Savings' is listed with a status of 'Outstanding' and a date of '04/06/25'. Both sections have a link to 'APP - Applicant'.

47. Go back to the Person Screen and select the Date Hyperlink

The screenshot shows the 'MaineCare - Disability-02/24/25 (I)' screen. It displays 'Pending - Application Submitted' and a date '04/21/25' which is circled in red. Other information includes '12/01/24 - 02/24/26', 'Contact State Agency', 'Visit: 02/23/25-02/24/25 (IP)', 'zTest Customer', '23456789', '\$3,200.00', and 'Pending Approval'.

48. This opens the Status Agency Page.
- Under the Select Result drop down, select **Scorecard Review Completed-Need Evidence**
  - Add the **Scorecard Review Completed-Need Evidence** canned note. In the Free Text box, detail the evidence needed.
  - Select **SAVE**

The screenshot shows the 'MaineCare - Non Disability-02/24/25 (Contact State Agency)' screen. It displays application details: 'Application Level: Initial', 'Range Applied for: 02/01/25 - 02/01/25', 'Previous Activity: Application Submitted', and 'Application Dates:'. The 'Select Result' dropdown is set to 'Scorecard Review Completed - Need Evidence'. Below this are fields for 'Detail1', 'Detail2', 'Hearing Date', 'Onset Date', 'Allowed Date', 'Override Due Date', 'Approved Date', and 'Denied Date'. At the bottom, there are links for 'View Scorecard for this Application' and 'Update Agency Representatives'. The 'Save' button is circled in red, and a red arrow points to it from a box labeled 'C'.

## Submitting Saved Applications in Gateway & Updating PACE

49. Next, find the note template in the screen shot below. In the free form field, type the types of evidence outstanding (found on step 46).

---

### Note Template

Role Type \*

HCR

Note Template \*

Scorecard Review Complet...

Note \*

Evidence Scorecard Review Completed-Need Evidence

Private

High Importance

Add to all active visits ?

Preview

Cancel

Save

50. The application status will update from Application Submitted to Patient Outreach-Scorecard Review Completed-Need Evidence

MaineCare - Non Disability-02/24/25 (I)		Patient Outreach - Scorecard Review Completed - Need Evidence	Due	02/01/25 - 02/01/25	Patient Outreach
Visit: 02/23/25-02/24/25 (IP)	zTest Customer	23456789	\$3,200.00	Pending Approval	

### QUICK TIPS

## Submitting Saved Applications in Gateway & Updating PACE

#2 – If there is no User Name or Password listed, use the format username: CHI(pace#), password: (pace#)CHI 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.

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

Time of Day to Contact:  
UserName:  
Password:  
Security Answer:

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

Hello, **Natividad**. You are logged in.

Manage My Account Logout

My Benefits My Applications

Case Selection

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