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.

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

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

4. Enter the User Name 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 <mark>Quick tips #6</mark>
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.
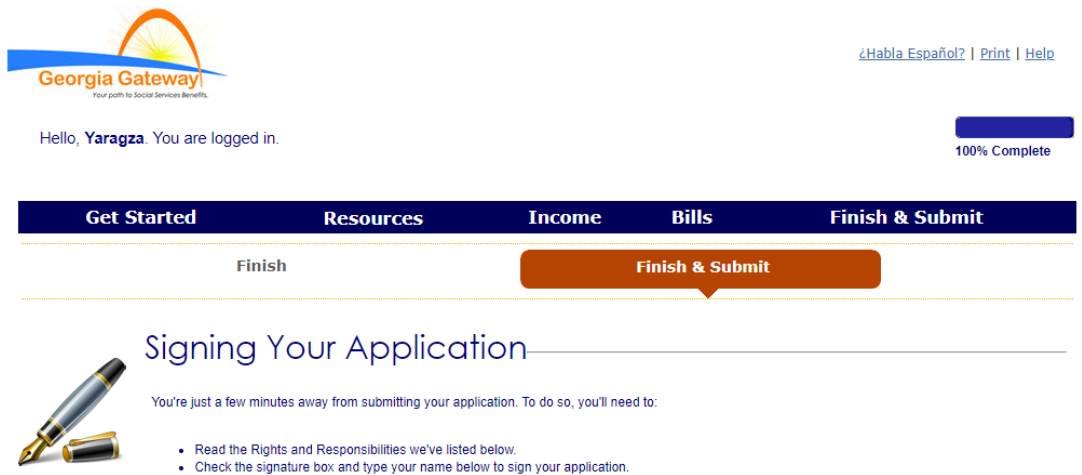
7. The next page will show "Signing Your Application" at the top – scroll to the bottom of the page

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', go to step 11. If not, follow steps 16-19.

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

¿Habla Español? | Print | Help

Georgia Gateway
Your path to Social Services Benefits.

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

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.

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

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

16. 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'

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

18. You will follow the same steps to upload the 526. They are bulleted below without screen shots, essentially the same steps.
    a. Action = Add Evidence
    b. Evidence Category = Forms
    c. Evidence Type = search 526, select 'DMA-526 GA'
    d. Select account number associated with 526 under 'Associated Visits'
    e. Select application you are working under 'Associate Application'
    f. Click Add, then Browse
    g. Find the 526 in the 526 folder and click 'Open'
    h. Then, click 'Upload'

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

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.

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

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

Attach

Select Clear if you wish to clear the above fields.

Clear

If you wish to upload additional documents, return to Step 1 after attaching the selected document.
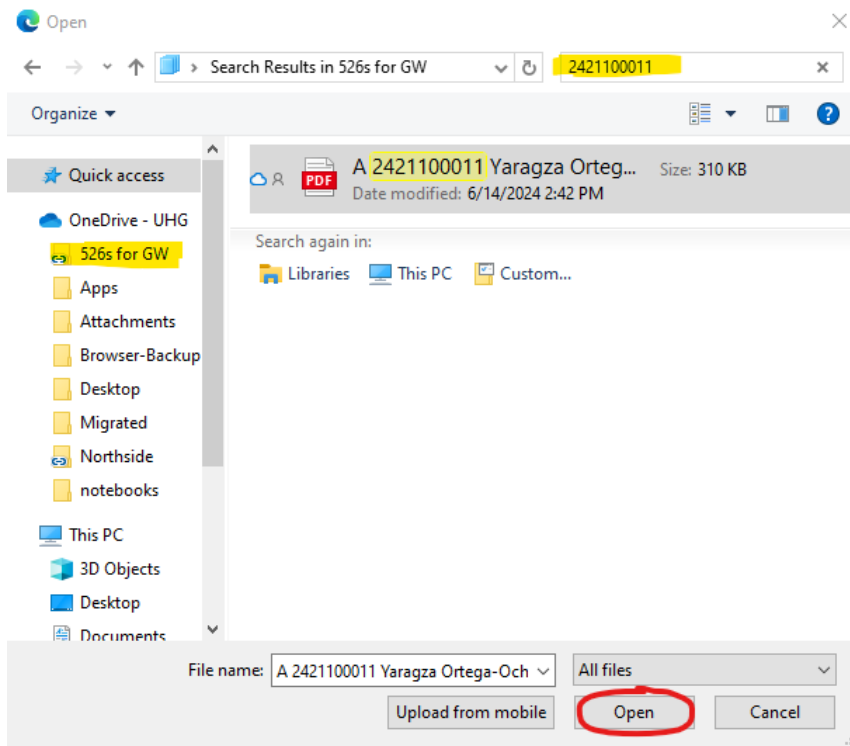
* Step 5: Review the Documents Pending Submission listed below. Select Submit to finish uploading the documents.

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'

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

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

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

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.

26. Next, select the icon to add a Note

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

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	❌ Remove

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**

Note Template

Role Type *

[ ] Private
[ ] High Importance
[ ] Add to all active visits (i)

HCR

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 crated and saved successfully, close out of the note window

Pace Notes - Google Chrome

https://pace.changehealthcare.com/PaceNotesFrame.aspx?IsURL=https://pace.changehealthcare.com/...

Note Template

Role Type *

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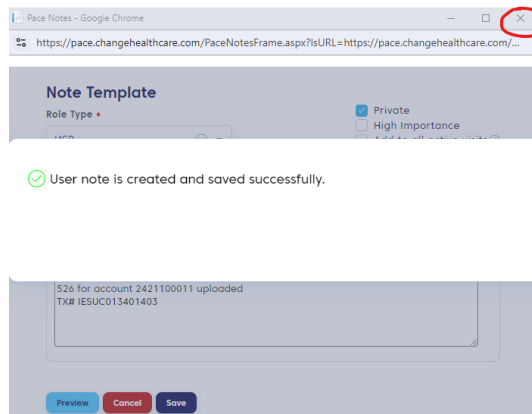
31. Then, click Save in PACE on the Edit Application page

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

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

Case Number:
Tracking #:*   T35013044
Category:*   State
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

                              Initial
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:

No Existing Coverage   Click here to enter an additional coverage

Enable All Level

Save   Cancel

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'

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.

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.

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

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, the 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.

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

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

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

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

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 -** <mark>**NOTE: this is what you will do for ALL application types of Pregnant Woman, RSM, and RSM-Baby.**</mark>

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

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

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

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

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

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 ⊗ ▾

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

Note Template •

Scorecard Review Complet... ⊗ ▾

Note •

Evidence Scorecard Review Completed-Need Evidence

[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

#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.

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