

Text Message Scripts

Used in the LA'MESSAGE Pilot

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Apply

1st reminder | 1 week before appointment: Your WIC certification appointment is 11/21 at 9:30 AM. The office is located at 2222 Simon Bolivar Avenue, 2nd Floor. You'll fill out paperwork, talk to a health educator, and get food vouchers. It should take under 2 hours. Bring your child (or proof of pregnancy), your Medicaid card (or other proof of income), and your ID. If you need to reschedule or have questions about what to bring, call 504-658-2760.

2nd reminder | 1 day before appointment: Your WIC certification appointment is tomorrow at 9:30 AM. The office is located at 2222 Simon Bolivar Avenue, 2nd Floor. Please bring your child, your Medicaid card (or other proof of income), and your ID. If you need to reschedule, call 504-658-2760.

Use

1st reminder | 1 week before appointment: Your WIC appointment is 11/21 at 9:30 AM. The office is located at 2222 Simon Bolivar Avenue, 2nd Floor. This appointment is to pick up your vouchers, and will take about 30 minutes. You don't need to bring your child. Remember to complete your online nutrition class at wichealth.org. Otherwise you'll need to attend a class

during your appointment.

2nd reminder | 1 day before appointment: This is a reminder that your WIC appointment is tomorrow at 9:30 AM. You'll be picking up vouchers. Bring your ID with you. If you need to reschedule, call 504-658-2760.

Renew

1st reminder | 1 week before appointment: It's time to renew your WIC benefits. Your recertification appointment is 11/21 at 9:30 AM. The office is located at 2222 Simon Bolivar Avenue, 2nd Floor. Please bring your child, your Medicaid card (or other proof of income) and your ID. We will also need to know your child's weight, height, and iron (Hgb) level. If you don't have records of these, we can do an exam at the office. If you need to reschedule, call 504-658-2760.

2nd reminder | 1 day before appointment: This is a reminder that your WIC recertification appointment is tomorrow at 9:30 AM. Bring your child, your Medicaid card (or other proof of income), and your ID. If you need to reschedule, call 504-658-2760.

SNAP/TANF

Verify

1st reminder | 1 week before interview: DCFS: Your SNAP phone interview is 11/21 at 9:30 AM. The call may come from an unlisted or out of state number, so please be sure to answer all calls. If you need to reschedule, call 1-888-524-3578. Select your language, then dial 3-1-2-6.

2nd reminder | Day of interview: DCFS: Your SNAP phone interview is today at 9:30 AM. The call may come from an unlisted or out of state number, so please be sure to answer all calls. If you need to reschedule, call 1-888-524-3578. Select your language, then dial 3-1-2-6.

3rd reminder | 10 days before verification deadline: DCFS: You have verification due. Your SNAP case may not be processed without this verification. You can mail documents to: PO Box 260031, Baton Rouge LA 70826, drop them off at any SNAP office, submit them online at: cafe-cp.dcf.la.gov/selfservice, or fax them to 225-663-3164. Please remember to label each document you send with your full name and the last 4 digits of your Social Security Number.

Renew

1st reminder | 3 weeks before deadline: DCFS: Your SNAP certification is ending. You MUST submit your form before your scheduled interview date. Go online at: <http://cafe-cp.dcfsls.la.gov/selfservice> and fill out your recertification.

2nd reminder | 2 weeks before deadline: DCFS: Your SNAP certification is ending. You MUST submit your form before your scheduled interview date. Go online at: <http://cafe-cp.dcfsls.la.gov/selfservice> and fill out your recertification.

3rd reminder | 1 week before deadline: DCFS: Your SNAP certification is ending. You MUST submit your form before your scheduled interview date. Go online at: <http://cafe-cp.dcfsls.la.gov/selfservice> and fill out your recertification.

Medicaid

Verify

Primary reminder | After application submission: To complete your Medicaid application, please submit the following documents soon if you haven't yet: Earned Income + Bank Statement. You can drop them off at the Medicaid office, or submit them online at <https://sspweb.lameds.ldh.la.gov/selfservice/>. You can also email them (along with your case number) to mymedicaid@la.gov.

Renew

1st reminder | 4 weeks before deadline: Your household's Medicaid coverage is expiring. To keep getting Medicaid, you must complete your renewal by 11/21. You can renew online at sspweb.lameds.ldh.la.gov/selfservice/. You can also renew over the phone on weekdays 8am-5pm at 1-888-342-6207.

2nd reminder | 2 weeks before deadline: You need to complete your Medicaid renewal by 11/21. You can renew online at sspweb.lameds.ldh.la.gov/selfservice/. You can also renew over the phone on weekdays 8am-5pm at 1-888-342-6207.

3rd reminder | 1 week before deadline: Your Medicaid renewal is due next week, on 11/21. You can renew online at sspweb.lameds.ldh.la.gov/selfservice/. You can also renew over the phone on weekdays 8am-5pm at 1-888-342-6207.

Renew (Income Check)

1st reminder | 4 weeks before deadline: You are at risk of losing your health coverage. We have mailed you a letter asking for information we need to determine if you're eligible to keep your coverage. You must reply by the deadline on that letter. If you did not receive the letter or have questions, you can call us at 1-888-342-6207, weekdays 7 a.m. to 6 p.m.

2nd reminder | During grace period: Your Medicaid coverage has ended because you didn't provide information needed for your case. You may be able to get your coverage back if you provide this information by November 30. You can upload the information to <https://sspweb.lameds.ldh.la.gov/selfservice/> You can email it to MyMedicaid@la.gov or fax it to 1-877-523-2987. You can mail it to the address on the letter. If you have any questions, call us at 1-888-342-6207, weekdays 7 a.m. to 6 p.m.

Additional Sample Language

Consent/Opt In: Louisiana Medicaid is testing out a text message reminder program. Would you like to receive reminders, notices, and confirmations about the enrollment and renewal processes? These texts will be in addition to any letters and calls you already receive. Please reply with YES or NO. You can opt out of the service at any time.

Client Replies Yes: You have opted in to text messages about your Medicaid case. You can opt out of this service at any time by replying with STOP.

Client Replies No: You have opted out. You will not receive any more text messages from Medicaid.

Client Replies to any text message other than Yes/No for Opt In: We're unable to confirm any details about your case over text message. Please call 1-888-342-6207 for questions about your case.