

LTSS Screening Demographic Correction Request Process Guide

Why are demographic corrections important

Accurate and consistent demographic information is essential to ensure an individual's Medicaid records match. When the records align, the LTSS screening links to the correct Medicaid record, allowing confirmation of an approved screening for enrollment. If the demographics do not match, the records may fail to link, which can result in delays or denial of LTSS services.

When a demographic correction form (DCF) is required

Member demographic correction requests are required when incorrect information is entered in any of the following key demographic fields:

- NAME
- SSN
- MEDICAID ID
- DOB
- GENDER
- DOD error message.

These errors occur either when the Screener manually enters incorrect information and processes the Screening (Accepted Status) or when previously entered incorrect information auto-populates in the demographic fields at the start of a screening.

A demographic correction form (DCF) is not required to correct an error in a **non**-key demographic field or to correct key demographic information entered manually by the screener **before** the screening is complete (Accepted status). *Refer to the eMLS user guide for additional information.*

How to submit a demographic correction request

Beginning May 22, 2026, demographic corrections forms are submitted through the LTSS Demographic Correction Portal (DCP), accessed through MES. LTSS Screeners, with the eMLS creator role have DCP access. (See page 2 for DCP Login instructions)

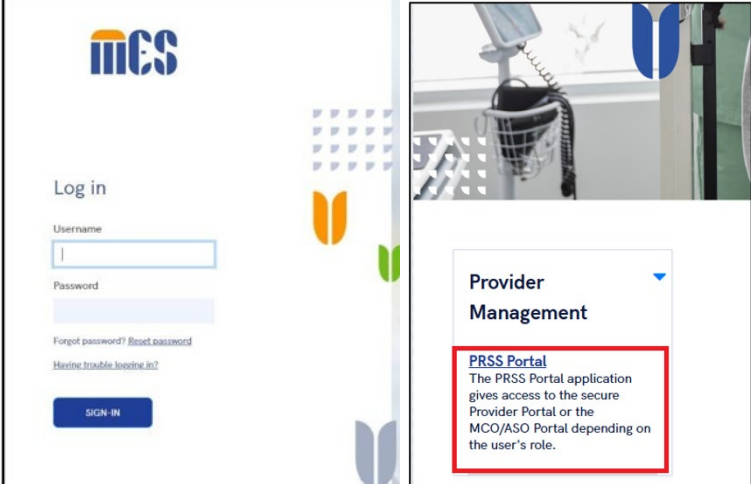
Allow at least 10 business days for all corrections. You will be notified once the Medicaid record has been updated. Allow 48 hours for eMLS to recognize the updates. Do **not** submit multiple correction forms for the same individual.

After 48 hours, you must return to eMLS, CANCEL or VOID the screening containing the incorrect information, re-enter all the screening data, and resubmit. If applicable, use all original screening dates, including original signature dates. *Refer to the eMLS user guide for additional information.*

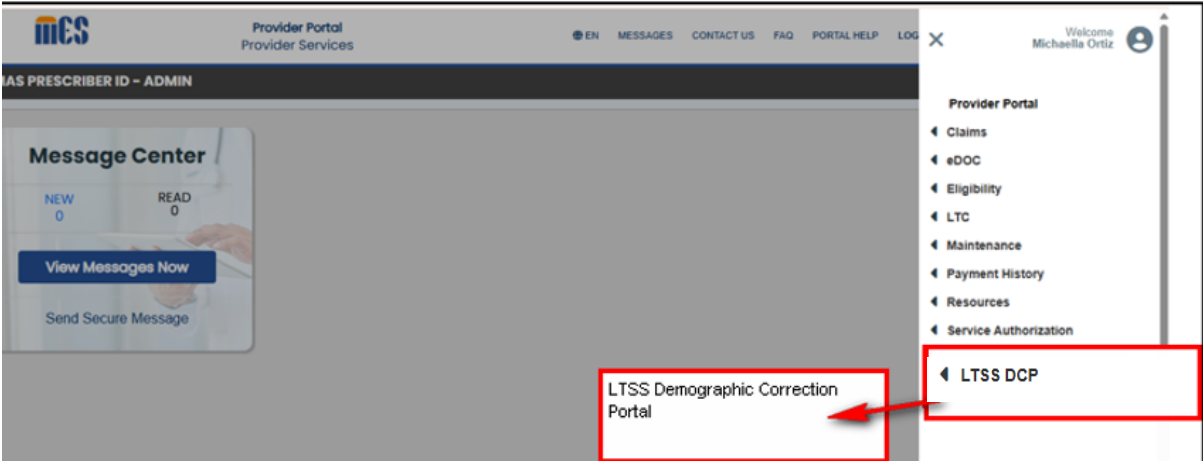
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How to access the Demographic Correction Portal

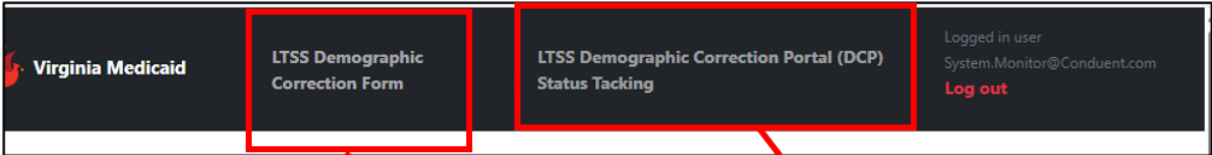
- 1. Login to MES and click the PRSS Portal link



- 2. In the main menu, click on LTSS Demographic Correction Portal



- 3. DCP Portal opens displaying two options



Select "LTSS Demographic Correction Form" to start a new request

To view saved or previously submitted forms, select "LTSS Demographic Correction Portal Status Tracking"

Refer to the LTSS DCP user guide and FAQ for additional information