

Provider Applications Area

Technical Support Highlights

➤ How to Login to the “Provider Applications Area”

1. Go to www.lamedicaid.com, and click on the “**Provider Login**” button (in the top left margin).
2. **Enter** the Check-Digit (i.e., 7-digit) Medicaid Provider ID Number, and click on the “**Enter**” button. Other provider numbers (i.e. group, clinics, hospitals, etc.) **cannot** access the “Clinical Drug Inquiry” application.

Pharmacists	7-digit Medicaid Provider ID Number
Prescribers	7-digit individual Medicaid Provider ID Number

- Any of the links listed in the “Provider Applications” section of the “Provider Applications Area” Web page can be selected.
- The “Clinical Drug Inquiry” application must be accessed from the “Restricted Provider Applications” section. See “How to View the ‘Clinical Drug Inquiry’ Screen” (below).

➤ How to View the “Clinical Drug Inquiry” Screen

- **Login in to the “Provider Applications Area”.** See “How to Login to the ‘Provider Applications Area’” (below).
- **Login in to the “Restricted Provider Applications”.**
 1. **Enter** the Login ID and personal Password exactly as created during account activation, and click on the “**Login**” button. Both of these entries are case-sensitive. If either has been forgotten, see “How to retrieve a forgotten Login ID or Password”.

Login ID	It is case-sensitive.
<i>personal</i> Password	It is case-sensitive. It replaced the temporary password sent by e-mail.

2. Links available to the user will display in the “Restricted Provider Applications” section. To view recipient drug information, the “[Clinical Drug Inquiry](#)” link must be listed in the “Restricted Provider Applications” section.
- **View and Print “Clinical Drug Inquiry” Reports for an Individual Recipient.**
 1. Click on the “[Clinical Drug Inquiry](#)” link listed in the “Restricted Provider Applications” section.
 2. **Enter** the following information to view drug information for an individual recipient.

Recipient Medicaid ID Number or Recipient Medicaid CCN
Recipient Date of Birth in <i>mm/dd/yyyy</i> format

3. Select a reporting period: the “[Current Month](#)”, “[Prior Month](#)”, or “[Last 4 Months](#)”. To print the report, click on the “[Printer Friendly Version](#)” link and select FilePrint or click on the printer icon in the toolbar.
4. When exiting, **always** click on the “[Provider Logout](#)” link (at the top) to protect against unauthorized access to the “Provider Applications Area”, including “Restricted Provider Applications”.

➤ **How to Retrieve a Forgotten Login ID or Password**

- If the user does not have a Login ID and personal Password, see “How to Establish an Online Account” (below).
- If the Login ID was forgotten, click on the “[Forgot your Login ID?](#)” link and enter the e-mail address to which the Login ID will be sent.
- If the Password was forgotten, click on the “[Forgot your password?](#)” link and enter the Challenge Word and Challenge Word to obtain a new password.

Challenge Word	It is not case-sensitive.
Challenge Number	It is 5 digits.

➤ **How to Establish an Online Account with LAMEDICAID.COM**

- **Download the “Provider Enrollment Instructions” document (pdf).**
 1. Go to www.lamedicaid.com, and click on the “[Provider Enrollment Instructions](#)” link.
 2. Click on the “[Provider Enrollment Instructions](#)” link to download instructions, and **print**.

- **Proceed with Online Enrollment Registration.**

1. Click on the “**Provider Login**” button (in the top left margin of the Home page).
2. **Enter** the Check-Digit (i.e., 7-digit) Medicaid Provider ID Number, and click on the “**Enter**” button.

Pharmacists	7-digit Medicaid Provider ID Number
Prescribers	7-digit individual Medicaid Provider ID Number

3. **Follow** the instructions for “[Part One. Online Enrollment Registration](#)”. Record in a [secure](#) location the following codes created during registration. These will be needed later.

Login ID	It must be between 5 and 15 letters and/or numbers. It is case-sensitive.
Challenge Word	It must be between 5 and 15 letters and/or numbers. It is not case-sensitive.
Challenge Number	It must be 5 digits.
Temporary Password	It must be between 5 and 15 letters and/or numbers. It is case-sensitive.

- **Wait for e-mail with temporary password.**

1. **Frequently** check for an e-mail from lasupport@unisys.com.
2. **Retrieve Temporary Password**.
3. **Immediately** proceed to Account Activation.

- **Activate Account immediately.**

As soon as the e-mail arrives, **follow** the instructions for “[Part Two: Activation of Your Online Account](#)”.

- Activation must begin before the temporary password expires. It expires 5 days after the e-mail was sent. If the e-mail was sent on Wednesday, the user cannot activate the account after Sunday.
- Record in a [secure](#) location the personal Password created during activation. This personal Password replaces the temporary password received by e-mail.

<i>personal</i> Password	It must be between 5 and 15 letters and/or numbers. It is case-sensitive.
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