



Louisiana Medicaid Management Information System (LMMIS)

Provider Locator Tool User Manual

Date Created: September 22, 2008
Date Revised: July 13, 2010

Prepared By
Technical Communications Group

Molina Medicaid Solutions and the Louisiana Department of Health and Hospitals

Proprietary Data Notice

The information contained in this document is proprietary to Molina Medicaid Solutions and the Louisiana Department of Health and Hospitals. The information in this document shall not be reproduced, shown or disclosed outside Molina Medicaid Solutions or Louisiana DHH/BHSF without written permission. Information contained in this document is highly sensitive and of a competitive nature.

NO WARRANTIES OF ANY NATURE ARE EXTENDED BY THIS DOCUMENT. Any product and related material disclosed herein are only furnished pursuant and subject to the terms and conditions of a duly executed license or agreement to purchase services or equipment. The only warranties made by Molina Medicaid Solutions, if any, with respect to the products, programs or services described in this document are set forth in such license or agreement. Molina Medicaid Solutions cannot accept any financial or other responsibility that may be the result of your use of the information in this document, including but not limited to direct, indirect, special or consequential damages.

Exercise caution to ensure the use of this information and/or software material complies with the laws, rules, and regulations of the jurisdictions with the respect to which it is used. The information contained herein is subject to change without notice upon DHH approval. Revisions may be issued to advise of such changes and/or additions.

Molina Medicaid Solutions is a registered trademark of Molina Healthcare Inc.

**Copyright © 2010 Molina Medicaid Solutions
All rights reserved**

PROJECT INFORMATION

Document Title	Louisiana Medicaid Management Information System (LMMIS) – Provider Locator Tool for Public Usage User Manual	
Author	Technical Communications Group, Molina LMMIS QA	
	Revision History	
Date	Description of Change	By
September 22, 2008	Based on an initial help file	Hakan Borazanci
April 22, 2009	Updated screen shots	Hakan Borazanci
August 27, 2009	Updated screen shots for LIFT 6394	Hakan Borazanci
September 10, 2009	Updated for LIFT 6401	Hakan Borazanci
February 11, 2010	Updated for LIFT 6401	Tracie Tate
July 13, 2010	Changed Molina and DHH logos	Hakan Borazanci

TABLE OF CONTENTS

1.0	INTRODUCTION	1
1.1	Accessing the Provider Location Information Application	1
1.2	Provider Applications Area	1
2.0	PROVIDER LOCATOR INFORMATION MAIN PAGE.....	2
3.0	ACCESSING THE APPLICATION.....	3
4.0	PROVIDER LOCATOR MAIN PAGE.....	3
4.1	Service Type Tips	4
5.0	CONVENIENT LINKS	4
6.0	CONDUCTING A SEARCH.....	5
6.1	Provider Groups Pull Down Menu	5
6.2	Provider Specialties.....	6
6.3	Search Results Page	7

1.0 INTRODUCTION

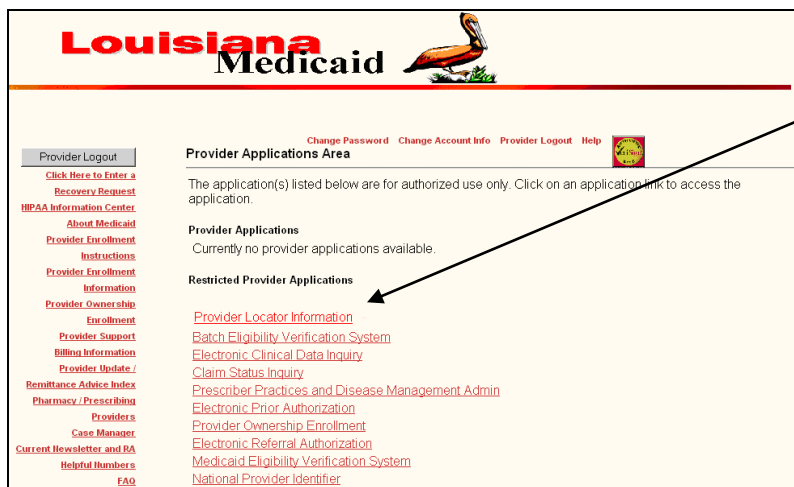
The Provider Locator Information Application enables providers to update and maintain the data that is presented to users in the public usage side of this application, where public users are enabled to search for providers who accept LA Medicaid by service type and region/location.

1.1 Accessing the Provider Location Information Application

In order to access and use the Provider Location Information Application, providers must register and obtain a valid account at www.lamedicaid.com. If you do not have an account, you can learn how to register and create your account by control-clicking [here](#).

1.2 Provider Applications Area

Once you have logged into your account on www.lamedicaid.com, you will be provided with a list of options similar to the ones shown below.



Look for the link labeled Provider Locator Information.

2.0 PROVIDER LOCATOR INFORMATION MAIN PAGE

The Provider Locator Information Main Page provides helpful links and text boxes where you can update the existing contact information that the public user will be provided with when using the Provider Locator application.

The screenshot displays the 'Provider File' section with the following information:

NPI:	XXXXXXXX	Provider Name:	Jane Doe
Provider Phone:	555-555-5555	Provider Address:	5555 Lincoln Park Baton Rouge, LA 55555

Below this information is a link: "If the provider information displayed above is incorrect and needs updating, [click here](#)".

The 'Provider Locator Additional Contact Information' section contains the following fields:

- Contact Name: john doe
- Contact Phone: (225) 555-5555
- Toll Free Phone: (800) 555-5555
- Fax Number: (225) 555-5559
- Email Address: johndoe@email.com
- Confirm Email Address: johndoe@email.com
- Accepting New Medicaid Patients: (Required) Yes No
- Languages Spoken: Spanish
- Can Accommodate Special Needs: (Required) Yes No
- Website: www.johndoe.com
- Managed Care Plans: BCBS

At the bottom of the form are 'Save' and 'Cancel' buttons.

Annotations in the image:

- An arrow points from the text "Links to the PE-50 form." to the "click here" link.
- An arrow points from the text "Hidden for waiver providers." to the "Accepting New Medicaid Patients" radio buttons.

To change the **Contact Name**, for instance, simply click on the text box with the existing contact name and type in the new name. Repeat the process for **Contact Phone**, **Contact Toll Free Phone**, **Contact Fax Number**, **Contact Email Address**, **Confirm Contact Email Address**, **Languages Spoken**, and **Managed Care Plans**. Then choose the **Yes** or **No** radio button for **Accepting New Medicaid Patients** (not applicable to waiver providers), and **Can Accommodate Special Needs**. The **Website** field can direct potential recipients to where they will find extra information regarding your services.

3.0 ACCESSING THE APPLICATION

The public may access the Provider Locator Tool for Public Usage at the DHH Office of Management and Finance / Medicaid (Health Services Finances) web site at http://www.lamedicaid.com/provweb1/provider_demographics/provider_map.aspx.

4.0 PROVIDER LOCATOR MAIN PAGE

The Provider Locator Tool for Public Usage enables users to search for **Medicaid** and/or **Home and Community Based Services** providers via an interactive map of Louisiana showing regions and parishes. Users can select exactly what type of service they need and be shown a list of all active providers in their area. Active providers are identified as those who are enrolled in Medicaid (at the time of the web search) and have had a paid claim during the six months prior to the web search. Service Type details are explained in Section 4.1.

Step One:
Choose a Service Type (Medicaid, Home and Community Base Services, or Show All).

NOTE:
Home and Community Based Services may *only* select providers by Region.

FIND A PROVIDER

To start looking for a provider, you must first pick a service type from the three (3) choices listed below. If you do not know which service you need, choose "Show All".

Service Types:
 Medicaid Home and Community Based Services Show All

Step 1 – Choose one of the "Provider Groups" from the drop down menu below.

Step 2 (optional) – Enhance your search by choosing a specialty from the "Provider Specialties" drop down menu below.

Step 3 – Click on the parish or region on the map below

Provider Groups:

Provider Specialties:

Search by Parish Search by Region

Step Two:
Choose a Provider Group from the drop down menu.

Step Three:
(Optional) Enhance your search by choosing a Specialty from the drop down menu.

Step Four:
Click on the Region on the map.

4.1 Service Type Tips

Medicaid services include those offered through Medicaid, LaCHIP, LaMOMS, the Medicare Savings Program, the Medicaid Purchase Plan or the TAKE CHARGE program.

Home and Community Based Services is an alternative to medical residential facilities that grants the recipient a "waiver" to receive medical care in their home or community. There are five waiver programs - Elderly and Disabled Adult, Adult Day Health Care, Personal Care Services, Children's Choice and New Opportunity Waiver - and each has a limited number of spaces available. Applicants must meet specific program qualifications and register with the Office for Citizens with Developmental Disabilities or Office for Aging and Adult Services to access these services.

Show All allows you to select **Show All** to search the entire provider database if you are unsure if your service is Medicaid or Home and Community Based Services.

5.0 CONVENIENT LINKS

At the bottom of the interactive map, links in blue are provided to the following other web sites and services:

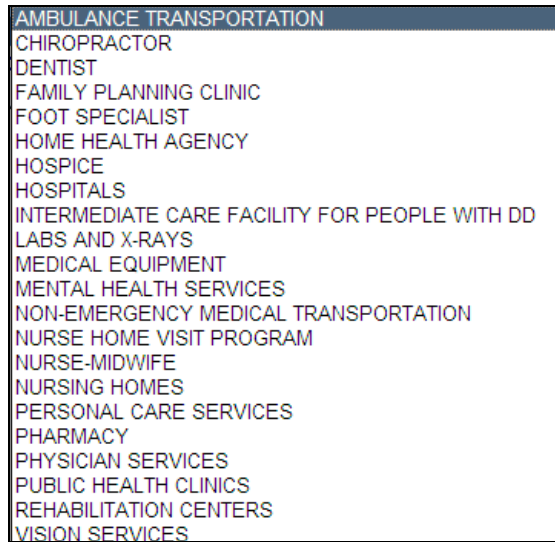
Link Name	Web Site Description
Link to Medicaid services web page	Provides a complete listing of services.
Link to CommunityCARE web page	The official CommunityCARE web site
Link to OAAS web page	More information on waiver services is provided at the web site for the Office of Aging and Adult Services (OAAS).
Link to OCDD web page	More information on waiver services is provided at the web site for Citizens with Development Disabilities (OCDD).
Link for Providers to update contact information	This link is for providers only. Providers may update their contact information by following the link to the Provider Enrollment page of www.lamedicaid.com .

6.0 CONDUCTING A SEARCH

6.1 Provider Groups Pull Down Menu

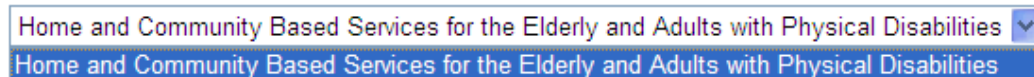
When you choose a Provider Group, the pull down menu you see is based on the Service Type you selected.

If you selected **Medicaid**, a pull down menu similar to the one shown below is displayed.

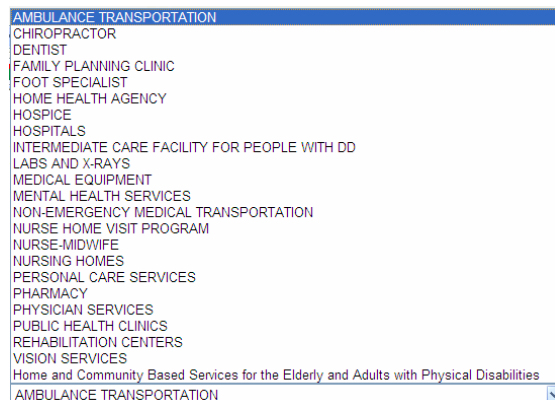


If you selected **Home and Community Based Services**, the pull down menu shows only two Provider Groups:

Provider Groups:



If you selected **Show All**, a pull down menu similar to the one shown below is displayed:

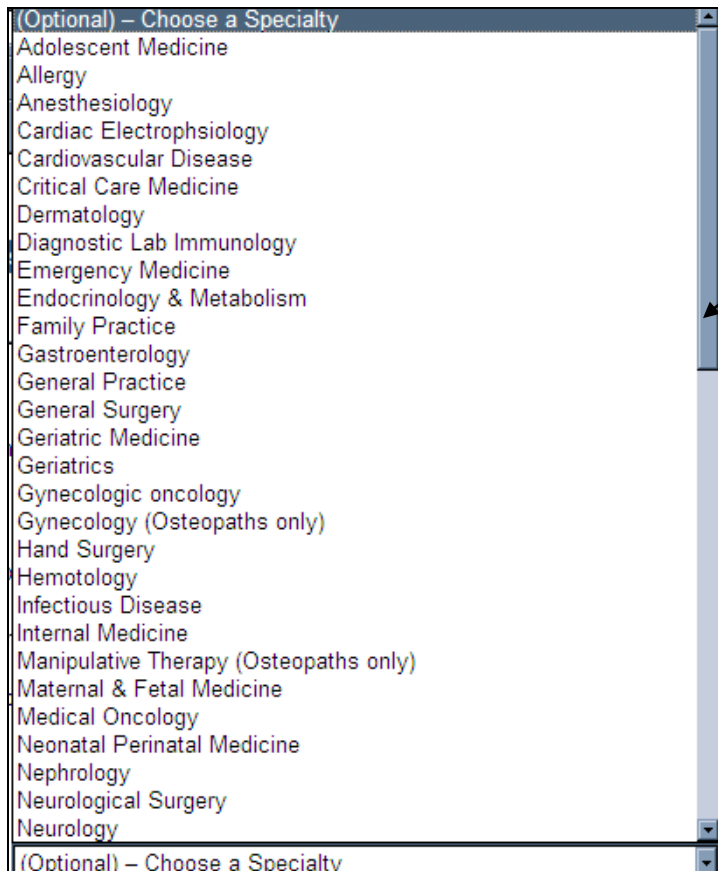


Once you've made your selection, click on the Provider Group closest to the type of service you want.

6.2 Provider Specialties

Once you have selected a Provider Group, the **Provider Specialties** drop down menu is enabled, and its contents depend on the Provider Group that you selected.

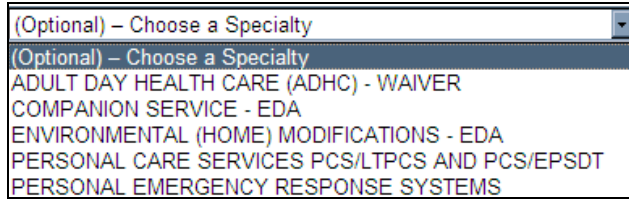
For instance, if you selected the Physician Services provider group, the **Provider Specialties** drop down menu is similar to the one displayed below:



Click and drag the scroll bar to see more specialties for Physician Services.

Click on the specialty that is closest to the service that you want. Remember that selecting a specialty is **optional**.

Alternatively, if you selected the **Home and Community Based Services** or **Show All** service type, then chose the Home and Community Based Services for the Elderly and Adults with Onset Disabilities provider group, then the Provider Specialties drop down menu is similar to the one displayed below:



Click on the specialty that is closest to the service that you want. Remember that selecting a specialty is **optional**.

6.3 Search Results Page

After you make your search selections, click on the area of the map closest to the area where you want the service to be performed. For instance, if we selected service type **Medicaid**, provider group Dentist, no provider specialty and then click on the East Baton Rouge Parish area of the map, we will get a response similar to the one shown below:

Control your search results with these buttons:

If you've changed the specialty after running a search, use the **Refresh** button to view the new results.

SEARCH RESULTS

Parish: EAST BATON ROUGE Provider Group: DENTIST
 Region: 2 Specialties: (Optional) - Choose a Specialty

Name	Address	Phone	Accepting New Patients	Additional Contact Info	Sites
ALDY MELISSA JDDS	363 S ACADIAN THRUWAY BATON ROUGE, LA 70807	(225) 389-0040	N	View Info	View
ALTMAN BETTY HDDS	3140 FLORIDA BLVD BATON ROUGE, LA 70776	(225) 650-2000	Y	View Info	View
ANDERSON ROBERT CDDS	3615 NORTH ST BATON ROUGE, LA 70806	(225) 344-1754	Y	View Info	View
BAHLINGER PAUL VDDS	1119 TAMARI DR BATON ROUGE, LA 70815	(225) 275-3837	Y	View Info	View
BERGERON RANDALL ADDS	7930 WRENWOOD/STE B BATON ROUGE, LA 70809	(225) 924-3635	Y	View Info	View
BLACK ALLEN TDDS	8211 KELWOOD AVE BATON ROUGE, LA 70806	(225) 926-2132	Y	View Info	View
BUJ THUY-ANH DDS	329 JAN MAR DR BATON ROUGE, LA 70814	(225) 275-4665	Y	View Info	View
BURGER LAUREN DDS	8220 GOODWOOD BLVD/STE 4B BATON ROUGE, LA 70806	(225) 927-1515	Y	View Info	View
CARLSON ROBERT HDDS	5188 HIGHLAND RD BATON ROUGE, LA 70809	(225) 274-9948	Y	View Info	View
CASADABAN MICHAEL CDDS	5227 FLANDERS DR BATON ROUGE, LA 70809	(225) 769-3600	Y	View Info	View

1 2 3 ... >> Records per page: 10


Total: 78

Change the specialty here, if applicable.

Return to the map here.

The **Print Results** button will display the search results in a printable format.

Use the link provided if you need to download Adobe Reader™.



Adobe Acrobat Reader software is required to view/download reports. [Click here to download.](#)

MEDICAID SERVICES

The search tool above will help you find medical providers that are currently active in the Louisiana Medicaid program. An "active" provider is one that has received at least one paid visit within the last six months.

Not all Medicaid providers in the list are accepting new patients. Providers have been given the opportunity to keep their new patient acceptance status up to date, but it is best to contact the provider before your first visit.

Remember – only certain services are covered by the Medicaid program. [Click here](#) for a complete listing of services. Some specialty care requires a referral from your CommunityCARE doctor. For more information, [click here](#) to go to the CommunityCARE Web site or contact the CommunityCARE Specialty Care Resource Line at 1-877-455-9955.

HOME AND COMMUNITY BASED SERVICES

For more information on "waiver" services, [click here for the Office of Aging and Adult Services \(OAA\)](#) or [click here for the Office for Citizens with Developmental Disabilities \(OCDD\)](#). If you have additional questions regarding waivers and services, contact Medicaid toll free at 1-888-342-6207.

PROVIDERS

To view the Provider Locator Tool User Manual for instructions on updating the 'additional contact information screen', [click here](#). This option will only update the additional contact information on the Provider Locator Tool and will not alter the information on the Provider Enrollment File. If you want to update the Provider Enrollment File, [click here](#).

For both Accepting New Patients and PCP columns, the values used will be "Y", "N", and "?" (where "Y" = Yes, "N" = No, and "?" = provider did not specify). For dentists, this field will default to Y, yes accepting new patients. Dentists must update this field if not accepting new patients and update each time there is a change in that status.

Note: For Home and Community Based Services for Elderly and Adults with Onset Disabilities and Home and Community Based Services for Children and Adults with Developmental Disabilities provider groups, the Accepting New Patients column is not displayed because such services must be approved in advance by OCDD and OAAS, respectively.

If **View Info** under the **Additional Contact Info** column is highlighted blue, you can click it to view more specific information regarding that provider. An example is provided below:

Provider Name:	BEILE JOANNE
Contact Name:	contact name
Contact Phone:	(225) 123-4567
Toll Free Number:	(225) 789-6541
Fax Number:	(225) 963-8582
Email:	email.address@email.ddd
Accepting New Medicaid Patients:	No
Languages Spoken:	eng
Can Accommodate Special Needs:	No
Website:	none
Managed Care Plans:	yes

Please use the "[CommunityCARE Search Tool](#)" to find out if this PCP is accepting new patients.

Close Window

This window lists detailed information about the provider, more specific than the initial search results screen. You can add/update your own additional information in the **Provider Locator Information Main Page** through www.lamedicaid.com. See section 2.0 of this manual for details. Note that all of the fields in this window correspond to those in the **Provider Locator Additional Contact Information** section of that same page.

The **Print Results** button will bring up a printer friendly document of the search results. Adobe Reader™ is required to view this document, and a link is provided to download the software if a user does not have it. A sample of the **Print Results** screen is below:

Provider Locator by EAST BATON ROUGE Parish Provider Group: DENTIST Specialty Type: No Specialty Selected	
BEILE JOANNE	CITY OF BATON ROUGE DEPT
Contact Name contact name	Contact Name JOHN SMITH
Address 363 S ACADIAN THRUWAY BATON ROUGE, LA 70807	Address 555 MAIN PLAZA BATON ROUGE, LA 55555
Phone 225-123-4567	Phone 225-216-6000
Toll Free 225-789-6541	Toll Free 0
Fax 225-963-8582	Fax
Email email.address@email.ddd	Email email@address.com

The Parish or Region is displayed, whichever was chosen as a search field from the map, in the upper left-hand corner, as well as what group and specialty were selected. Note that the information here will match the **Additional Contact Info** screen for that provider.