

Louisiana Medicaid to Eliminate Standard Paper Remittance Advices

Effective November 1, 2011, Louisiana Medicaid will stop printing and mailing standard paper remittance advices to providers, billing agents, or other entities representing providers. Weekly standard paper remittance advices (RAs) will be posted on the secure side of the Louisiana Medicaid web site, www.lamedicaid.com, under a new link, Weekly Remittance Advices. The documents will be available in downloadable and printable PDF format.

Providers who are not registered on the Louisiana Medicaid web site must register in order to access the website's secure portal. Once registered, providers may grant logon access to appropriate staff and/or any business partner entity representing them. Individuals who are allowed to access RAs will have the ability to download and save the documents or print the documents for reconciling accounts.

There will be a one month 'grace' period from October 1, 2011 to November 1, 2011, during which RAs will be both mailed and posted on the web site. Providers should use this time to implement procedures for appropriate individuals to access this information online. **Effective November 1, 2011, standard RAs will only be available online through the web site.**

RAs will only be available online for five weeks.

Remittance advice messages will also be published on this link each week.

Important Benefits to Providers:

- Online access to standard RAs is free and allows providers to view, search, and print remittance information.
- Providers will have access to RAs on Monday morning of each week eliminating mail wait time. The document can be downloaded and saved or printed as quickly as it is available online.
- The 'search' function will provide ease in locating specific recipient claims information saving time and money when examining remittance information.
- RAs can be downloaded and saved electronically preventing the inconvenience and/or cost of filing and storing paper documents.

Provider Types Affected:

This change affects all providers with the exception of Friends and Family Transportation providers, who will continue to receive standard paper RAs by mail.

Provider Action Required:

Providers that have not registered for access to the secure portal of the Louisiana Medicaid web site, www.lamedicaid.com, must register and establish logon IDs/passwords for any staff or entities needing access to their RAs. This action should be taken immediately to ensure that access is established and available prior to the elimination of mailed RAs.

We strongly recommend that the account administrator be either the actual provider or a management level staff member designated by the provider. Once registered, the administrator may create logons for others needing access to the secure information.

Provider Assistance:

If assistance is needed with web registration or other types of web technical issues, providers may contact the Molina Technical Support Help Desk at (877) 598-8753.

Questions concerning this transition may be directed to Molina Provider Relations at (800) 473-2783 or (225) 924-5040.

NOTE: This change does NOT affect 835 electronic remittance advices received by many providers. Procedures and policies currently in place for HIPAA 835 electronic RAs remain the same.