LOUISIANA MEDICAID PROVIDER ONLINE ACCOUNTS
(ENROLLED PROVIDER ACCOUNT LOGIN INSTRUCTIONS)

I. INTRODUCTION

1. LAMEDICAID.COM has several applications (eCCR, eCDI, eCSI, eMEVS, eRA) that can be used by Louisiana Medicaid providers. These applications require that providers establish an online account with LAMEDICAID.COM.

2. What do you need to establish an online account with LAMEDICAID.COM?
   • A valid 7-digit Provider ID number assigned by Louisiana Medicaid.
   • An Internet account with an Internet Service Provider (not provided by DHH or Molina).
   • A valid e-mail address (not provided by DHH or Molina).
   • A Web browser that supports SSL with 128-bit encryption; for example, Microsoft Internet Explorer v5 or v6 or Netscape Navigator v6 or v7.

3. The instructions below will help you establish the Confidential Account Identification Codes that you need to access the LAMEDICAID.COM applications.

II. INSTRUCTIONS FOR ESTABLISHING AN ACCOUNT ON LAMEDICAID.COM

Note: Detailed instructions for the parts below follow on the next page.

Part I: You create your own login ID, challenge word, and challenge number; and you are assigned a temporary password by Molina.

Part II: You create a permanent password for your account.

Part III: Your permanent password will expire every 180 days and you will be prompted at that time to change it to another password.

Use the table below to record your login ID, temporary password, challenge word, challenge number, and permanent password:

| NPI or Medicaid Provider ID Number: |  |
| Login ID: |  |
| Temporary Password: |  |
| Challenge Word: |  |
| Challenge Number: |  |
| Permanent Password: |  |

If you have any trouble with this process, please contact the Molina Technical Support Desk toll-free at 1-877-598-8753.
Part One: Create your own Login ID, Challenge Word and Challenge Number

Step 1.
Open your Web browser and go to www.lamedicaid.com.

Step 2.
Click on the Provider Login link.

Step 3.
Enter your 10-digit NPI or 7-Digit Medicaid Provider ID Number.
Click on the Enter button.

Step 4.
Read the “Terms of Use Agreement”.
Step 5.

At the bottom of the “Terms of Use Agreement” are two buttons: **Accept** and **Decline**.

Click on the button that indicates your action. If you accept, you will continue to Step 6. If you decline, the process is terminated and you will not be allowed to access restricted applications on LAMEDICAID.com.

Step 6.

Enter the following information:

- your First Name,
- your Middle Initial,
- your Last Name,
- your Telephone Number,
- your fax number,
- your e-mail address,
- a login ID of your choice (see note below),
- a challenge word of your choice (see note below), and
- a challenge number of your choice (see note below).

**NOTES:**

Your **login ID** must be between 5 and 15 letters and/or numbers, and it is case-sensitive.

Your **challenge word** must be between 8 and 15 letters. It is not case sensitive.

Your **challenge number** must be 5 digits and must not start with zero.

Write down these three codes. If you print these instructions, you can use the table on the first page to record this information.

Click on the **Submit** button.
Step 7.

A message will be displayed explaining that you have completed the first part of the new account process.

Click on the **OK** button.

Step 8.

Close your web browser.

Within an hour (approximately), you should receive an e-mail message from lasupport@Molina.com which contains your temporary password.

Once you get your temporary password, you can proceed to Part Two on the next page.

**YOU MUST USE YOUR TEMPORARY PASSWORD ALONG WITH YOUR LOGIN ID AND CHALLENGE WORD WITHIN 5 DAYS OF RECEIPT OF THE E-MAIL IN ORDER TO ESTABLISH A PERMANENT PASSWORD.**

If you do not use your temporary password within the 5 day period, please call Molina toll-free at 1-877-598-8753.
Part Two: Create a Permanent Password

Step 1.
Open your Web browser and go to www.lamedicaid.com.

Step 2.
Click on the Provider Login button.

Step 3.
Enter your 10-digit NPI or 7-Digit Medicaid Provider ID Number.
Click on the Enter button.

Step 4.
Enter your Login ID.
Enter the temporary password you received by e-mail from Molina.
Click on the Login button.
Step 5.

Enter your Challenge Word.

Click on the **Next** button.

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Step 6.

Enter your Challenge Number.

Click on the **Next** button.

**Hint:** The Challenge Number must be 5 digits not starting with zero. Zero may be any other number in the Challenge Number, but **NOT** the first number.

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Step 7.

Create and record your new password. Note that you must enter the new password twice as a confirmation measure.

**Note:** The new password must be between 5 and 15 letters and/or numbers, and it is case-sensitive.

Click on the **Change Password** button.

Write down your new password. If you print these instructions, you can use the table on the first page to record your password.

You have completed the entire account activation process. From this point, you will use your **LOGIN ID** and **PERMANENT PASSWORD** to access **LAMEDICAID.COM**.
**Part Three: Change Your Permanent Password**

**NOTE:** Your permanent password will expire after 180 days and you will be prompted to change it.

**Step 1.**

Enter your new password in both boxes: New Password and Confirm Password.

Note: The new password must be between 5 and 15 letters and/or numbers, and it is case sensitive.

Click on the **Change Password** button.