Louisiana Medicaid Management Information System (LMMIS)

Friends and Family User Manual

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Prepared By
Technical Communications Group
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**PROJECT INFORMATION**

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<td>Author</td>
<td>Technical Communications Group, DXC Technology LMMIS QA</td>
</tr>
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1.0 OVERVIEW

The Friends and Family Application enables users to download weekly spreadsheets to view a list of open Providers with a Provider Type of 42 (Non-emergency Medical Transportation). The spreadsheet contains pertinent information about each provider, such as Provider ID, address, phone number, etc.
2.0 ACCESSING THE APPLICATION

Providers access the Friends and Family application at lamedicaid.com. Click on the PROVIDER LOGIN link.

At the Provider Login screen, users may read through the Notice to Users. In order to continue, users must enter their 10-digit National Provider Identifier (NPI) or 7-Digit Medicaid Provider ID in the field provided and enter the characters from the CAPTCHA image before clicking the Next button.
At the User Login screen, users must input their Login ID and Password before clicking the **Next** button to continue.

**Note:** Login ID and Password are case sensitive.
Users will be directed to the Provider Applications page where they can access their authorized applications.
Select the **Friends and Family** link.
3.0 USING THE APPLICATION

New Functionality

Please note that with the new redesign, backwards navigation throughout any application can be done by clicking on the breadcrumb trail located on the blue ribbon at the top of any screen.

Users also have access to a Print screen button located on the top right hand corner of every screen.
The application lists the weekly spreadsheets, with the most recent at the top, similar to that shown below:

![Weekly Spreadheets](image)

Click on a **Download** button for the weekly spreadsheet of interest.
3.1 Navigating the List of Weekly Spreadsheets

You are enabled to scroll through the weekly spreadsheets by means of control buttons at the bottom of the grid:

The double arrow control buttons enable the user to go quickly to the first page (left double arrow) or last page (right double arrow) of the list.

The single arrow control buttons enable the user to go to the previous page (left single arrow) or next page (right single arrow) of the list.

The row of numbers enables the user to click on a specific page of the list to view the results.
Once you have found the spreadsheet you want to see, click on the **Download** button to its right.

The report will be similar to the one shown below (without the sensitive data omitted).