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# PROJECT INFORMATION

<table>
<thead>
<tr>
<th>Document Title</th>
<th>Louisiana Medicaid Management Information System (LMMIS) – LAMedicaid Provider Login (Admin Manage Users) User Manual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Author</td>
<td>Technical Communications Group, DXC Technology LMMIS QA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Description of Change</th>
<th>LIFT</th>
<th>By</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/17/2018</td>
<td>Initial draft</td>
<td>10733</td>
<td>J. Lavigne</td>
</tr>
<tr>
<td>12/03/2018</td>
<td>Updated as per DXC Rebranding LIFT</td>
<td>11467</td>
<td>J. Lavigne</td>
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1.0 OVERVIEW

The LAMedicaid Provider Enrollment Instructions User Manual has been developed for Louisiana Medicaid Providers to navigate through the Provider Login process.

The Louisiana Department of Health (LDH) determines who is an authorized user defining all user access capabilities. Directions for establishing a valid online provider account are available on the Louisiana Medicaid website at www.lamedicaid.com. The Provider Web Account Registration Instructions link located on the left side of the Louisiana Medicaid main menu contains the instructions for setting up an online account.

Providers who are experiencing difficulty in establishing an account or with the application may contact the DXC Technology Technical Support Desk at 1-877-598-8753, Monday – Friday 8:00 a.m. – 5:00 p.m. CT or request support by e-mailing lasupport@molinahealthcare.com.
2.0 ACCESSING THE PROVIDER LOGIN SCREEN

This section provides information on how to access the Provider Login screen via the Louisiana Medicaid website.

Open a web browser and enter the URL for Louisiana Medicaid at www.lamedicaid.com. Click the Provider Login button to continue.
3.0 LOGIN

3.1 First Time Provider Login (Provider ID)

At the Provider Login screen, users may read through the Notice to Users. In order to continue, New users must enter their 7-Digit Medicaid Provider ID in the field provided and enter the characters from the CAPTCHA image before clicking the Next button.
Users must read and accept the Terms of Use Agreement. Click the Accept button to continue.
Users must complete the Registration Verification screen by entering their Physical Address Information from the Enrollment Packet in the provided fields and click the Next button to continue.

Users are required to complete the Request Enrollment On-line Account screen. Fill in all required fields and then click the Next button to continue.
Users are required to complete the Security Questions screen. Please select three security questions, via drop down box, and provide answers in the subsequent fields in order to validate an identity for the account. Click the **Next** button to continue.

Upon completion, two emails will be sent to the user. One email will confirm that the account has been created. The other email will have a temporary password for the corresponding account to log in.

**Note:** Both emails will have the same reference number referring to the same account that is being created.

Users may click the **Login** link to return to the Login screen.
After returning to the Provider Login screen, users must enter their 7-Digit Medicaid Provider ID in the field provided and enter the characters from the CAPTCHA image before clicking the Next button.
Users associated with this account are now taken to the User Login screen where they will enter their New Login ID and Temporary Password. Click the **Next** button to continue.
Users must now reset their password at the Reset Password screen by creating a unique password and confirming in the given fields. Click the **Next** button to continue.

**Note:** There are specific criteria that must be met in order to create a valid password according to security standards.
Users are now taken to the Change Profile Information screen where at this point users may update their account information via individual fields. Click the Next button to continue.

![Change Profile Information Form](image)

Users have another opportunity to update their security questions/answers at the Security Questions screen. Click the Next button to continue.

![Security Questions Form](image)
At the Finish Profile Changes, users will confirm all changes by clicking the **Finish** button.

![Finish Profile Changes](image)

At this point, users are now taken to the Provider Applications screen where they have a menu of all their accessible applications.

![Provider Applications](image)
3.2 Existing Provider Login (Provider ID)

At the Provider Login screen, users may read through the Notice to Users. In order to continue, New users must enter their 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, Existing users must input their Login ID and Password before clicking the **Next** button to continue. Login ID and Password are case sensitive.
At this point, users are now taken to the Provider Applications screen where they have a menu of all their accessible applications.
3.3 First Time Provider Login (NPI)

At the Provider Login screen, users may read through the Notice to Users. In order to continue, New or Existing users must enter their 10-digit National Provider Identifier (NPI) in the field provided and enter the characters from the CAPTCHA image before clicking the Next button.
**Note:** Users with an NPI that has multiple Provider IDs associated with it will have to log in with their Provider ID for the first time.

Enter the Provider ID associated with the NPI and click the **Next** button to continue.
Users must read accept the **Terms of Use Agreement**. Click the **Accept** button to continue.
Users must complete the Registration Verification screen by entering their Physical Address Information from the Enrollment Packet in the provided fields and click the **Next** button to continue.

![Registration Verification Image]

Users are required to complete the Request Enrollment On-line Account screen. Fill in all required fields and then click the **Next** button to continue.

![Request Enrollment On-line Account Image]
Users are required to complete the Security Questions screen. Please select three security questions, via drop down box, and provide answers in the subsequent fields in order to validate an identity for the account. Click the Next button to continue.

Upon completion, two emails will be sent to the user. One email will confirm that the account has been created. The other email will have a temporary password for the corresponding account to log in.

**Note: Both emails will have the same reference number referring to the same account that is being created.**

Users may click the Login link to return to the Login screen.
After returning to the Provider Login screen, users must enter their 10-digit National Provider Identifier (NPI) in the field provided and click the **Next** button.
At the Select Provider ID screen, users must select the appropriate Provider from the list of mapped Provider IDs. The ID selected will be the one a user should log in with and will be used for all subsequent transactions during the current session.

**Note:** If the Provider ID is not listed, please login with the LA Medicaid ID given to you during the enrollment process.

<table>
<thead>
<tr>
<th>Select a Provider ID</th>
<th>Servicing Provider Name</th>
<th>Servicing Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1023817</td>
<td>DLL LABS-SHREVEPORT</td>
<td>2339 BERT ROUGE LOOP #215</td>
</tr>
<tr>
<td>1049029</td>
<td>DLL LABS</td>
<td>221 MCNEILLIAN RD/STE A</td>
</tr>
</tbody>
</table>

**Note:** If the Provider ID is not listed above, please login with the LA Medicaid ID given to you during the enrollment process.

Clicking on the Provider ID will take users to the User Login page to log in as that Provider.
At this point, users are now taken to the Provider Applications screen where they have a menu of all their accessible applications.

<table>
<thead>
<tr>
<th>Provider Applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>LAMEDICAID.COM Fact Sheet</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Claim Check</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear Claim Connection</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Restricted Provider Applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Batch Eligibility Verification System</td>
</tr>
<tr>
<td>Batch Eligibility Verification System Pilot</td>
</tr>
<tr>
<td>Claim Status Inquiry (5010 Version)</td>
</tr>
<tr>
<td>EFT Authorization</td>
</tr>
<tr>
<td>Electronic Clinical Data Inquiry - ICD10</td>
</tr>
<tr>
<td>Electronic Clinical Data Inquiry - ICD9</td>
</tr>
<tr>
<td>Electronic Prior Authorization</td>
</tr>
<tr>
<td>Electronic Remit 835</td>
</tr>
<tr>
<td>Friends and Family</td>
</tr>
<tr>
<td>Healthy Louisiana (Previously Bayou Health) Applications</td>
</tr>
<tr>
<td>Medicaid Eligibility Verification System</td>
</tr>
<tr>
<td>National Provider Identifier</td>
</tr>
<tr>
<td>NPI Legacy Search</td>
</tr>
<tr>
<td>Online 1099</td>
</tr>
<tr>
<td>OSS Checks</td>
</tr>
<tr>
<td>PR Requests for Case Managers</td>
</tr>
<tr>
<td>PACE 820 Report System</td>
</tr>
<tr>
<td>Prescriber Practices and Diabetes Management Admin</td>
</tr>
<tr>
<td>Provider Locator Information</td>
</tr>
<tr>
<td>SMO Applications</td>
</tr>
<tr>
<td>Submitter Claims Denied All 5</td>
</tr>
<tr>
<td>Submitter Contact Information</td>
</tr>
<tr>
<td>Submitter Linked Providers</td>
</tr>
<tr>
<td>Weekly Remittance Advice</td>
</tr>
</tbody>
</table>
3.4 Existing Provider Login (NPI)

At the Provider Login screen, users must enter their 10-digit National Provider Identifier (NPI) in the field provided and enter the characters from the CAPTCHA image before clicking the Next button.
At the Select Provider ID screen, users must select the appropriate Provider from the list of mapped Provider IDs. The ID selected will be the one a user should log in with and will be used for all subsequent transactions during the current session.

**Note:** If the Provider ID is not listed, please login with the LA Medicaid ID given to you during the enrollment process.

<table>
<thead>
<tr>
<th>Select a Provider ID</th>
<th>Servicing Provider Name</th>
<th>Servicing Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1023613</td>
<td>DML, LABS-SHRIVERPORT</td>
<td>2539 BENT HOUD LOOP #219</td>
</tr>
<tr>
<td>1049029</td>
<td>DML, LABS</td>
<td>223 MCHILLIAN RD/STE A</td>
</tr>
</tbody>
</table>

**Note:** If the Provider ID is not listed above, please login with the LA Medicaid ID given to you during the enrollment process.

Clicking on the Provider ID will take users to the User Login page to log in as that Provider.
At this point, users are now taken to the Provider Applications screen where they have a menu of all their accessible applications.
4.0 FORGOT LOGIN ID AND/OR PASSWORD

4.1 Forgot Login ID

In order to retrieve a forgotten Login ID, users may complete the following steps:

At the Provider Login screen, enter the 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.
Click the **Forgot your Login ID?** link.
Enter the **Email** and **User Name** associated with the account in the corresponding fields and then click the **Next** button.

An email will be sent to the corresponding account administrator with the information requested.
4.2 Forgot Your Password

In order to retrieve a forgotten password, users may complete the following steps:

At the Provider Login screen, enter the 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.
Click the **Forgot your Password?** link.
Enter the **Login ID** associated with the account in the corresponding field and then click the **Next** button.

Users will be prompted to answer the security questions set in their profile. Fill in the corresponding field and click the **Next** button to advance.

**Security Question 1**
Security Question 2

Security Question 2

Please answer the following security question.

Question: What is the name of the hospital where you were born?

Answer: [ ]

After 3 attempts your account will be locked and an email will be send to your account administrator.

NEXT

Security Question 3

Security Question 3

Please answer the following security question.

Question: What is the last name of your third grade teacher?

Answer: [ ]

After 3 attempts your account will be locked and an email will be send to your account administrator.

NEXT

Note: Answering a security question incorrectly three times will lock the account and the user must contact the DXC Technology Help Desk to unlock.
Once all three questions have been answered correctly, users will be directed to the **Reset Password** page.

Enter a new password and confirm by filling in the corresponding fields, and click the **Finish** button to continue.

![Reset Password Page](image)

The password for the account has been reset. Click the **Login** link to return to the Provider Login screen.

![Login Page](image)
4.3  Forgot Login ID and Password

In order to retrieve a forgotten Login ID and password, users may complete the following steps:

At the Provider Login screen, enter the 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.
Click the **Forgot Login ID and Password?** link.
Users will be redirected to instructions on how to reset their account information:

<table>
<thead>
<tr>
<th>Resetting Account Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you are having any trouble with this process, please contact DXC Technology Technical Support toll-free at 1-877-598-8753.</td>
</tr>
</tbody>
</table>

**Administrator Account:** If a LA Medicaid Provider or BHP needs access to their administrator account and cannot confirm the answers to the 3 security questions on the admin account. The letter and fax must contain at minimum: A brief statement of purpose for the request, on an official letterhead which must include the name of the company, address, and telephone number.

The following process is required:

- **FAX** the request using an official coversheet of the LA Medicaid provider or BHP to the DXC Technology Helpdesk at 562-499-0679

**AND**

- **MAIL** the same faxed letter using an official letterhead and envelope of the LA Medicaid provider to:
  
  DXC Technology  
  8591 United Plaza Blvd  
  Baton Rouge, LA. 70809  
  ATTN: DXC Technology Help Desk (LAMedicaid.com)

**Change of Administrator:** If a change of Administrator or Point of Contact needs to be requested for a LA Medicaid Provider or BHP Administrator, the requested letter and fax must contain at minimum:

1. An official letterhead be used
2. A brief statement of purpose for the request.
3. List the name of the new administrator or point of contact
   
   First and Last name, email address, phone and fax number
4. The provider's 10 digit NPI number or 7 digit provider number
5. The provider’s signature, or name and title of the person who is giving authority for the new administrator or point of contact

The following process is required:

- **FAX** the request using an official coversheet of the LA Medicaid provider or BHP to the DXC Technology Helpdesk at 562-499-0679

**AND**

- **MAIL** the same faxed letter using an official letterhead and envelope of the LA Medicaid provider to:
  
  DXC Technology  
  8591 United Plaza Blvd  
  Baton Rouge, LA. 70809  
  ATTN: DXC Technology Help Desk (LAMedicaid.com)
5.0 MANAGE USERS

The following section will navigate users through their admin functions.

5.1 Create a New User

In order to create a new user, log in as demonstrated in section 3.0 of this document.

Enter your 10-digit National Provider Identifier (NPI) or 7-digit Medicaid Provider ID and click the NEXT button.
Enter your Login ID and Password and click the NEXT button.

Click the **My Profile** link under My Account.
Click the **Manage Users** link.

![Manage Users link](image)

Click the **CREATE USER** button.

![Manage Users](image)
Fill in the applicable fields and click the **CREATE USER** button to continue.

Two emails will be sent to the user address submitted; one stating an account has been created and one with a temporary password for the user to login with.

**Note:** Both emails will have the same reference number referring to the same account that is being created.

A confirmation screen is then displayed. Click the **MANAGE USERS** button to continue.
The New User has been added to the list of accounts on the Manage Users screen and has a status of “New Account Created”.

![Manage Users Screen]

Below is a list of users for Provider 1000345:

<table>
<thead>
<tr>
<th>Name</th>
<th>Login ID</th>
<th>Email</th>
<th>Telephone Number</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>test. Karen X</td>
<td>testing</td>
<td><a href="mailto:testing@test.com">testing@test.com</a></td>
<td>1341234123</td>
<td>A</td>
</tr>
<tr>
<td>testing. Karen1</td>
<td>testing1</td>
<td><a href="mailto:testing1@test.com">testing1@test.com</a></td>
<td>2255555555</td>
<td>A</td>
</tr>
</tbody>
</table>

2 Total User Accounts, 2 Active, 0 Removed, 0 Inactive
5.2 Update Users

In order to update a user account, log in as demonstrated in section 3.0 of this document.

Enter your 10-digit National Provider Identifier (NPI) or 7-digit Medicaid Provider ID and click the NEXT button.
Enter your Login ID and Password and click the NEXT button.

Click the My Profile link under My Account.
Click the Manage Users link.

Select a user account from the table to update and click the Select link.
Admins may update any information in the fields provided as well as add/remove access rights to specific applications for this user (via checkboxes). Click the Update button to continue.
A confirmation screen is then displayed. Click the **MANAGE USERS** button to continue.

Click on the **Select** link of the user account to confirm the changes.
Verify the changes were completed on the user account profile.
5.3 Lock a User Account

In order to lock a user account, log in as demonstrated in section 3.0 of this document.

Enter your 10-digit National Provider Identifier (NPI) or 7-digit Medicaid Provider ID and click the NEXT button.
Enter your Login ID and Password and click the NEXT button.

Click the My Profile link under My Account.

The application(s) listed below are for authorized use only. Click on an application link to access the application.

**Provider Applications**
- LAMedicaid.com Fact Sheet

**Claim Check**
- Clear Claim Connection

**Restricted Provider Applications**
- Claim Status Inquiry (5010 Version)
- EFT Authorization
- Electronic Clinical Data Inquiry - ICD10
- Electronic Clinical Data Inquiry - ICD9
Click the Manage Users link.

![Manage Users Link](image)

Select a user account from the table to update and click the Select link.

![Select Link](image)
Click the **LOCK** button.
A confirmation screen is displayed and the user account has been locked. Click the **MANAGE USERS** button to continue.

![Confirmation Screen](image)

The status of the user account has changed to “LA” (Locked By Administrator). Click the **Logout** link to verify the account has been locked.

![Logout Link](image)
Login as user to verify the account has been locked.

Users will now receive the following screen when attempting to log in notifying them that their account has been locked and directing them to contact the account administrator:
5.4 Unlock a User Account

In order to unlock a user account, log in as demonstrated in section 3.0 of this document.

Enter your 10-digit National Provider Identifier (NPI) or 7-digit Medicaid Provider ID and click the NEXT button.
Enter your Login ID and Password and click the **NEXT** button.

Click the **My Profile** link under My Account.
Click the **Manage Users** link.

Select the locked user account (Status “LA”) from the table to update and click the **Select** link.
Click the **UNLOCK** button.
A confirmation screen is displayed and the user account has been unlocked. Click the **MANAGE USERS** button to continue.

The status of the user account has changed to “A” (active).
5.5 Reset a User Password

In order to reset a user password, log in as demonstrated in section 3.0 of this document.

Enter your 10-digit National Provider Identifier (NPI) or 7-digit Medicaid Provider ID and click the NEXT button.
Enter your Login ID and Password and click the NEXT button.

Click the My Profile link under My Account.
Click the **Manage Users** link.

![Manage Users Link](image1)

Select the user account from the table to update and click the **Select** link.

![Manage Users Table](image2)
Click **RESET PASSWORD** button.
A confirmation screen is displayed and a reset password has been emailed to the user. Click the **MANAGE USERS** button to continue.

**Note:** The user will receive two emails. One stating the password has been created and one with the temporary password.

Both emails will have the same reference number referring to the same account that is being reset.

The status of the user account has changed to “PR” (Password Requested). **Note:** Once the user logs in and resets their password, their status will change to “A” (Active).
The user will now login with their temporary password

Once logged in, they will have to reset their password.
They will also have the opportunity to update their profile information (including their security questions).
Since the user has logged in and reset their password, their status has changed to “A” (Active) as seen on the Manage Users screen.
5.6 Remove a User Account

In order to remove a user account, log in as demonstrated in section 3.0 of this document.

Enter your 10-digit National Provider Identifier (NPI) or 7-digit Medicaid Provider ID and click the NEXT button.
Enter your Login ID and Password and click the **NEXT** button.

Click the **My Profile** link under My Account.
Click the Manage Users link.

Select the user account from the table to update and click the Select link.
Click the **REMOVE ACCOUNT** button.
A confirmation screen is displayed and the user account has been removed. Click the **MANAGE USERS** button to continue.

The status of the user account has changed to “RA” (Removed Account).
Users will now receive the following screen when attempting to log in notifying them that their account has been removed and directing them to contact the account administrator:

![User Login Screen](image)
5.7 Reactivate a User Account

In order to reactivate a user account, log in as demonstrated in section 3.0 of this document.

Enter your 10-digit National Provider Identifier (NPI) or 7-digit Medicaid Provider ID and click the NEXT button.
Enter your Login ID and Password and click the **NEXT** button.

Click the **My Profile** link under My Account.

The application(s) listed below are for authorized use only. Click on an application link to access the application.

**Provider Applications**
- LAMedicaid.com Fact Sheet

**Claim Check**
- Clear Claim Connection

**Restricted Provider Applications**
- Claim Status Inquiry (5010 Version)
- EFT Authorization
- Electronic Clinical Data Inquiry - ICD10
- Electronic Clinical Data Inquiry - ICD9
Click the **Manage Users** link.

Select the account with the “RA” (Removed Account) status from the table to update and click the **Select** link.
Click the **REACTIVATE ACCOUNT** button.
A confirmation screen is displayed and the user account has been reactivated. Click the **MANAGE USER** button to continue.

![Confirmation Screen](image1.png)

The status of the user account has changed to “A” (Active).

![Manage Users Screen](image2.png)