Copyright and Disclosure Statement

http://www.dxc.technology/legal

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 LDH approval. Revisions may be issued to advise of such changes and/or additions.

All rights reserved. This document may be copied.
# PROJECT INFORMATION

<table>
<thead>
<tr>
<th>Document Title</th>
<th>Louisiana Medicaid Management Information System (LMMIS) – Provider Locator Tool for Public Usage 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>By</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 22, 2008</td>
<td>Based on an initial help file</td>
<td>Hakan Borazanci</td>
</tr>
<tr>
<td>April 22, 2009</td>
<td>Updated screen shots</td>
<td>Hakan Borazanci</td>
</tr>
<tr>
<td>August 27, 2009</td>
<td>Updated screen shots for LIFT 6394</td>
<td>Hakan Borazanci</td>
</tr>
<tr>
<td>September 10, 2009</td>
<td>Updated for LIFT 6401</td>
<td>Hakan Borazanci</td>
</tr>
<tr>
<td>February 11, 2010</td>
<td>Updated for LIFT 6401</td>
<td>Tracie Tate</td>
</tr>
<tr>
<td>April 6, 2017</td>
<td>Updated logos.</td>
<td>Tracie Tate</td>
</tr>
<tr>
<td>November 17, 2017</td>
<td>Manual updated to reflect changes made to the application</td>
<td>Bria Beathley</td>
</tr>
<tr>
<td>August 8, 2018</td>
<td>Updated as per LAMedicaid Secure Redesign</td>
<td>J. Lavigne</td>
</tr>
<tr>
<td>December 3, 2018</td>
<td>Updated as per DXC Rebranding LIFT</td>
<td>J. Lavigne</td>
</tr>
</tbody>
</table>
**TABLE OF CONTENTS**

1.0  OVERVIEW ............................................................................................................... 1  
2.0  ACCESSING THE APPLICATION ........................................................................ 2  
3.0  USING THE APPLICATION ................................................................................ 8  
   3.1  Provider Applications Area ........................................................................ 9  
4.0  PROVIDER LOCATOR INFORMATION MAIN PAGE ........................................ 11  
5.0  PROVIDER LOCATOR MAIN PAGE .................................................................. 12  
   5.1  Service Type Tips ..................................................................................... 14  
6.0  CONDUCTING A SEARCH .............................................................................. 15  
   6.1  Provider Groups Pull Down Menu ............................................................. 15  
   6.2  Provider Specialties .................................................................................. 15  
   6.3  Search Results Page ................................................................................... 16
1.0 OVERVIEW

The **Provider Locator** application has been developed for Louisiana Medicaid Providers to enable 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.

![Provider Locator Information](image-url)
2.0 ACCESSING THE APPLICATION

This section provides information on how to access the Provider Locator application via Provider Login. It includes instructions on how to establish an online account with Louisiana Medicaid and complete the Login ID and password 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.

In order to access the Provider Locator application, or any other secure application, users must navigate through the Provider Login section of the Louisiana Medicaid web site.

Open a web browser and enter the URL for Louisiana Medicaid at www.lamedicaid.com. Click the Provider Login button to continue.
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.
Click the **Provider Locator Information** link to continue.

- Medicaid Eligibility Verification System
- National Provider Identifier
- NPI Legacy Search
- Online 1099
- OSS Checks
- PA Requests for Case Managers
- PACE 820 Report System
- Prescriber Practices and Diabetes Management Admin
- **Provider Locator Information**
- SMO Applications
- Submitter Claims Denied All 9
- Submitter Contact Information
- Submitter Linked Providers
- Weekly Remittance Advices

**Note:** The list of applications shown here is comprehensive; therefore you may not see as many options on the Provider Applications page.
3.0 USING THE APPLICATION

The **Provider Locator** Application has been developed for Louisiana Medicaid Providers to register their NPI(s) with Louisiana Medicaid. It enable 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.

**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.

![Provider Locator Application Screenshot](image-url)
3.1 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.

![Provider Applications Table]

- LAMEDICAID.COM Fact Sheet
- Claim Check
- Clear Claim Connection
- Restricted Provider Applications
  - Batch Eligibility Verification System
  - Batch Eligibility Verification System Pilot
  - Claim Status Inquiry (5010 Version)
  - Clear Claim Connection
  - EFT Authorization
  - Electronic Clinical Data Inquiry - ICD10
  - Electronic Clinical Data Inquiry - ICD9
  - Electronic Prior Authorization
  - Electronic Remit 835
  - Friends and Family
  - Healthy Louisiana (Previously Bayou Health) Applications
  - Medicaid Eligibility Verification System
  - National Provider Identifier
  - NPI Legacy Search
  - Online 1099
  - OSS Checks
  - PA Requests for Case Managers
  - PACE 820 Report System
  - Prescriber Practices and Diabetes Management Admin
  - Provider Locator Information
  - SMO Applications
  - Submitter Claims Denied All 9
  - Submitter Contact Information
  - Submitter Linked Providers
  - Weekly Remittance Advises
Note: Provider Information hidden for the purposes of this manual.
4.0 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.

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.

The **click here** link directs users to the PE-50 form.

The public may access the Provider Locator Tool for Public Usage at the LDH Office of Management and Finance / Medicaid (Health Services Finances) web site at:

http://www.lamedicaid.com/provweb1/provider_demographics/provider_map.aspx
5.0 PROVIDER LOCATOR MAIN PAGE

The Provider Locator Tool for Public Usage enables users to search for Medicaid, Waiver Programs and Providers Servicing Only LaHIPPP 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 5.1.

![Image of Provider Locator Tool interface](image-url)
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 provider.

**WAIVER PROGRAMS** (previously referred to as “Home and Community Based Services”)

For more information on Waiver programs, [click here](#) for the Office of Aging and Adult Services (OAAS) or [click here](#) for the Office for Citizens with Developmental Disabilities (OCDD). This search tool does not contain information about OCDD Waiver programs. If you have additional questions about Waiver programs and services, contact Medicaid toll free at 1-888-342-6207.

**LaHIPP (Louisiana Health Insurance Premium Payment)**

For more information about LaHIPP, [click here](#) for the LaHIPP website.

If you have additional questions about the LaHIPP program, contact the office toll free at 1-855-618-5488 or email LaHIPP@la.gov

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](#).
5.1 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. A full list can be found [here](#). Information on Waiver programs can be found [here](#).

**Waiver Programs** are services available to Waiver recipients only. Each Waiver program has a limited number of spaces available. Applicants must meet specific program qualifications and register with the Office of Aging and Adult Services to access these services.

**Show Medicaid and Waiver** option allows you to search the entire provider database if you are unsure if your service is Medicaid or Waiver Programs.

**Providers Servicing Only LaHIPP** includes providers enrolled with Medicaid solely for the purposes of treating Medicaid members who are enrolled in the LaHIPP program.

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’d like to update the Provider Enrollment File, [click here](#).
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.

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

Alternatively, if you selected the **Waiver Programs** or **Show Medicaid and Waiver** service type, then chose the Waiver Program 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:
The Print Results button will display the search results in a printable format.

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.

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:
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. 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 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.