Louisiana Medicaid Management Information System (LMMIS)

Submitter Claims Denied All 9
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 **Submitter Claims Denied All 9** application has been developed for Louisiana Medicaid Submitters to review electronic claims denied due to missing, incorrect or invalid NPI via Provider Login account.

![Submitter Claims Denied All 9](image)

Note: The system replaces a missing, incorrect, or invalid NPI with “All 9’s” for ease of data collection; hence the phrase “Submitter Claims Denied All9.”
2.0 ACCESSING THE APPLICATION

This section provides information on how to access the Submitter Claims Denied All 9 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 Submitter Claims Denied All 9 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.
Once logged in, the Provider Applications Area screen is displayed. Click the **Submitter Claims Denied All 9** link to continue.

### Restricted Provider Applications

- Batch Eligibility Verification System
- Batch Eligibility Verification System Pilot
- Checklist Paragraph 10 File Download
- Claim Status Inquiry (SOI10 Version)
- EFT Authorization
- Electronic Clinical Data Inquiry - ICD10
- Electronic Clinical Data Inquiry - ICD9
- Electronic Prior Authorization
- Electronic Remit 635
- Friends and Family
- Healthy Louisiana (Previously Bayou Health) Applications
- Medicaid Eligibility Verification System
- National Provider Identifier
- NPI Legacy Search
- Online 1099
- OGS Checks
- PA Requests for Case Managers
- PACE 820 Report System
- Payer Provider 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

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 **Submitter Claims Denied All 9** application has been developed for claims Submitters to view claims denied due to missing, incorrect, or invalid NPI entries. It enables users to download a spreadsheet of the claims denied because of an NPI error.

The spreadsheets are sorted by date, earliest first. Find the date of concern. The number of denied records in the spreadsheet is displayed in the middle column. Click on the **Download File** link in the table that corresponds with the date of interest.
A notice similar to the one shown below may be displayed briefly in the center of your screen:

A bar similar to the one shown below will be displayed at the bottom of the screen:

Click on the **Open** button to view the spreadsheet immediately. The spreadsheet will open in your default spreadsheet software (usually MS Excel).

Click on the **Save** button to store the spreadsheet on your local computer’s hard drive. The Save button will change to an **Open Folder** button. Click it see the file in the local computer’s Downloads folder.

The down arrow to the right of the **Save** button provides two other options, “Save as” and “Save and open”.

“All save as” enables you to save the file in a directory of your choosing (instead of the Downloads directory).

“Save and open” saves the file in the Downloads directory and opens in it your default spreadsheet software.

The **Cancel** button clears the download bar from the bottom of the screen.

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

An administrative user has an additional feature, the **Select Provider to Display Listings** drop down box.
The administrative user clicks on the down arrow to the right of the drop down box to reveal the list of provider numbers, similar to that shown below:

Click on the provider number to view the table with the results for the specified provider. Use of the software then proceeds as shown in section 3.0.