Louisiana Medicaid Management Information System (LMMIS)

Electronic Prior Authorization (e-PA)
Web Application
User Manual

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Prepared By
Technical Communications Group
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## PROJECT INFORMATION

<table>
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<th>Document Title</th>
<th>Louisiana Medicaid Management Information System (LMMIS) – ELECTRONIC PRIOR AUTHORIZATION (E-PA) User Manual</th>
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<tr>
<td>Author</td>
<td>Technical Communications Group, DXC Technology LMMIS QA</td>
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<th>LIFT</th>
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<td>7106</td>
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<td>NDC information and updated screen shots</td>
<td>2263</td>
<td>D. Dufrene</td>
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<td>8248</td>
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<td>10824</td>
<td>T. Tate</td>
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<td>10733</td>
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1.0 OVERVIEW

The Electronic Prior Authorization (e-PA) Web Application provides a secure, web based tool for providers to submit a prior authorization (PA) request and to view the status of previously submitted requests. This tool is intended to eliminate the need for hard-copy paper PA requests as well as provide a more efficient and timely method of receiving PA request results. Each day, the DXC Technology Prior Authorization department will review and determine the approval/denial status of PA requests. The resulting decisions will be updated on a nightly basis back to the e-PA web application. This enables the provider to see the decision for a PA request the following business day after the status was determined.

The requirement to submit standard supporting documentation to the DXC Technology Prior Authorization department remains unchanged. This user manual describes how both tasks are accomplished using the e-PA web application.

The purpose of the e-PA System is to provide a web alternative to faxing PA Request Forms* for the following NON-EMERGENCY types of PA Requests:

- DME
- Physician Services
- Personal Care Services (PCS) for EPSDT
- Outpatient Surgery Performed Inpatient Hospital
- Multiple and Extended Home Health Services
- Rehabilitation
- Air Ambulance
- Pediatric Day Health Care Facilities
- Hospice
- Applied Behavior Analyst Services

Access to the application is limited to the following provider types:

- 01 - Inpatient
- 05 - Rehabilitation
- 06 - Home Health
- 07 - Air Ambulance
- 09 - DME
- 10 - Adult Dental [to be implemented at a later date]
- 11 - EPSDT Dental [to be implemented at a later date]
- 12 - EPSPW Dental [to be implemented at a later date]
- 14 - EPSDT PCS
- 16 - Pediatric Day Health Care
- 88 - Hospice
- 99 - Other
The steps below provide a basic high-level overview of what is required to submit a PA request using the e-PA application. Detailed step-by-step instructions are listed in Section 3.0 of this document.

1. Enter the secured provider area of the LAMedicaid.com website

2. Select the Electronic Prior Authorization application link

3. Select PA Request

4. Enter the recipient’s 13-digit Medicaid ID number and date of birth

5. Select the type of PA request

6. Select the Submit button

7. Complete the PA Request Entry page & select the Submit button

8. Print the PA Request Entry (response) page

9. Using the PA Request Entry (response) page printout, fax the request and the supporting documentation to the number indicated on the response page. DXC Technology e-PA Fax Number: 225.927.6536

10. Once the documentation has been faxed to DXC Technology, it will be cross-referenced back to the original electronic request so that the PA staff can view the supporting documentation on-line while reviewing the PA request.

----------Important Note----------

If the supporting documentation is not faxed to DXC Technology or the PA Request Entry (response) page is not used as a cover sheet or is un-readable, then the request will remain in a Pending Review status and will not be processed by the DXC Technology PA department. To identify whether or not the supporting documentation was received and processed without error, the provider can view the PA Entry Request (response) page (presented in Section 3.0 of this document) and review the Encounter # field at the bottom of the page. If this number is Zero (0), then the attachments have not been received or were not appropriately matched to the original request. Reprint the PA Entry Request (response) page and re-fax it and the supporting documentation again. If the faxed documentation is received and processed correctly, the encounter number field will reflect this change one business day after the documents were faxed.
2.0 ACCESSING THE APPLICATION

This section provides information on how to access the Electronic Prior Authorization (e-PA) 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 Electronic Prior Authorization 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 **Electronic Prior Authorization** link to continue.

<table>
<thead>
<tr>
<th>Provider Applications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Electronic Prior Authorization</strong></td>
</tr>
</tbody>
</table>

**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 Louisiana Medicaid Prior Authorization Request Home Page is displayed. Select the **PA Request** link located in the upper left side of the main application page.
3.1 Recipient & PA Type Entry

The Recipient & PA Type Entry page will be displayed.

On the Recipient & PA Type Entry page, enter the Recipient’s Medicaid ID number or CCN and the Recipient’s Date of Birth in the appropriate boxes. In the PA Type drop-down list, select the type of PA request, then select the Submit button. The PA Request Entry page will be displayed. If you wish to discontinue the request, click the Cancel button and you will be returned to the e-PA home page.
3.2 PA Request Entry

On the PA Request Entry page, enter the appropriate information as you would for any standard PA request. If you have failed to fill in all the required fields, the application will present a user-friendly pop-up box, listing the required fields that must still be entered. (The minimum entry consists of a Primary Diagnosis Code, From Date of Service, and at least one PA Service line with a Procedure Code and Requested Units or Requested Amount.) Once you have completed all the required fields, select the Submit button at the bottom of the page. A confirmation page will then be displayed.

NOTE: For Hospice PA Type (88), the SSN field has been replaced with the Medicare ID.

Air Ambulance Procedure Codes:

A0430: Fixed Wing Transport
A0431: Rotary Wing Transport
A0435: Fixed Wing Air Mileage
A0436: Helicopter Air Mileage
NOTE: The ePA Request Screen also determines if a procedure code entered requires a NDC code. If a NDC code is required, the application prompts the user to enter the NDC before the submission can be finalized. The NDC is edited to determine if the code is valid based on the current list of formulary NDCs with a type of service of ‘09’.

NOTE: With LIFT 10824, messages are now available on all ePA review screens.

If the NDC is valid, then the submission can be finalized, if not, an error message is displayed to let the user know that NDC code entered is not valid. Once validated, the name of the NDC will be displayed on the detail line beside the NDC code. For example, see below.

![ePA Request Screen](image)

After you click on the **Submit** button, a confirmation screen similar to the one shown below is displayed.

NOTE: For Hospice PA Type (88), the Service Level Data section of the PA Request Entry screen is omitted.
3.3 Confirmation Screen

Choose one of the three links in blue, underlined type:

- **Submit the request. All of the information is correct.** Click this link to submit the request and proceed.

- **Go Back and modify the request.** Click this link if you notice that the information on the request requires a modification.

- **Cancel this request and return to the home page.** Click this link to cancel the request and start over.
3.4 PA Request Review

The PA Request Review page will be displayed with a header at the top that includes a bar code. This bar code will allow DXC Technology to match the faxed supporting documentation back to the original electronic PA request.

Once a PA Request has been approved, then the PA Number on this review screen will show “(Not assigned)” until it has been worked by the PA Unit.

Print the page using the Print Friendly button at the top.

Using the printed version of the PA Request Review page as a cover sheet, fax the request and the supporting documentation to the fax number indicated in the response header.
3.5 PA Request Reconsideration

Use the **PA Reconsideration** link on the PA Options Menu to access the PA Request Reconsideration Initial Entry screen.

The Request Reconsideration Initial Entry screen is displayed. Enter a valid PA Number and click on the **Submit** button.
Once the provider has entered a PA Number into the PA Reconsideration Initial Entry screen or has selected to submit a reconsideration from the PA Request Review screen, the PA Reconsideration Entry screen will be displayed. All the original information, including deny codes and comments, will be displayed on this screen. Providers can update the information and submit the reconsideration.

Note: A provider may not submit more than three reconsiderations for each prior authorization request.
3.6 A Request Search

The search screen allows a provider to search for a Prior Authorization Request. Once a provider locates a PA, they can review the PA information using the PA Request Review screen. From the review screen they can also submit a reconsideration.

Select the View PA Requests link on the left side of the Home Page.

The PA Request Transactions page will be displayed.

From the PA Request Transactions page, you can search for a PA request by PA Number, Recipient ID, CCN, or e-PA Transaction Number.

Enter the appropriate information in any of these four fields and then select the Search button. (Located directly below the CCN input field.)

A Quick Search is also available that will search for PA requests entered in the current week, the previous week, or the current month. Select the appropriate time period you wish to search for and select the Quick Search button.
Once a search has been submitted the page will be re-displayed listing all of the PA requests that were found matching the search criteria.

Use this list to check the status of the PA request. When a request has been submitted, the default in the Status column will be **208 – Submission Process Not Complete**. An expiration date is also provided. Once the request has been approved, this column will show Approve. If the request is denied, then the column will show Denied and the Reject Code column will indicate the PA reject reason code.

Click on the PA # or the e-PA Transaction # to see details of the request on the PA Request Review screen.

The following is a list of the status codes and their definitions:

- **002**: Approved
- **003**: Denied
- **004**: Requires Review
- **208**: Submission Process Not Complete. Expires <30 days from create date>
- **209**: Cancelled by User. A New Request is Required.
- **210**: Submitted. Attachments Not Received. Expires <3 days from create date>
- **211**: Cancelled by DXC Technology. Attachments Not Received Within 72 Hours. A New Request is Required.
- **212**: Attachments Received.
- **213**: Cancelled by DXC Technology. Attachments Received After 72 hours. A New Request is Required.
- **214**: Request Has Expired. A New Request is Required.
To return to your search, select the **Return to Search Results** link on the left side of the page.
3.7 PA Reconsideration Transaction History

When a PA Reconsideration has been entered, additional information and functionality is available on the View PA Requests screen and PA Entry screen. To modify and review Reconsideration information, complete the following steps:

Search for an approved or denied PA Request using the View PA Requests link in the PA Options menu.

Once the results appear, locate an approved or denied PA Request and click on the PA Number to review the request.
The PA Request Review screen will appear. Click on the **Submit Reconsideration** button.

![Screen capture showing the PA Request Review screen](image)

A new PA Request Entry screen will appear. Edit the information and submit the Reconsideration Request by clicking the **Save Reconsideration** button at the bottom of the screen.

![Screen capture showing the PA Request Entry screen](image)

After you click the **Save Reconsideration** button, a screen similar to the one shown below is displayed.

![Screen capture showing the Reconsideration options](image)

Choose one of the three links in blue, underlined type:

- **Submit the request. All of the information is correct.** Click this link to submit the request and proceed.

- **Go Back and modify the request.** Click this link if you notice that the information on the request requires a modification.

- **Cancel this request and return to the home page.** Click this link to cancel the request and start over.
Once saved, a Reconsideration History block will be available on the PA Request Review screen. Click the **PA Reconsideration ID Number** link to view the previously entered information.

<table>
<thead>
<tr>
<th>PA Reconsideration ID</th>
<th>Audit Date</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>3941320</td>
<td>4/5/2017 2:30:42 PM</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** A message will be displayed at the bottom of the screen when the provider reviews a PA Request that has reached the maximum number of reconsiderations allowed.

Click on the **View PA Requests** link on the EPA Options menu.
The status of the PA Request is now **Recon Requires Review**, notifying the provider that their reconsideration has been entered and is awaiting review.

---

**View PA Requests**

Please enter at least one of the following:

- PA #
- Recipient ID
- ePA Transaction ID
- Or CN

**Within Past 7 days** □ **Past 7 - 14 days** □ **Past 30 days** □** QUICK SEARCH**

Below are all of the Transactions that were submitted by you through the e-PA System. To view the complete Transaction, click on the PA Number of the request you wish to see. This will give you the complete information regarding the request, as well as a print-friendly version that you can print for your records. The column with the "a" indicates the number of attachments received for this PA Request.

<table>
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<td>(14) EPSDT Personal Care Services</td>
</tr>
<tr>
<td>709453249</td>
<td>4/3/2017 12:17:35 PM</td>
<td>(14) EPSDT Personal Care Services</td>
</tr>
<tr>
<td>709453251</td>
<td>4/3/2017 12:17:35 PM</td>
<td>(14) EPSDT Personal Care Services</td>
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**Records 1 - 3 of 3**
3.8 Configuring e-PA Application

The e-PA web based application allows for the customization of the PA Type pull down menu that appears on the PA Recipient & Type Entry screen described in Section 3.1 of this document.

To customize the PA Type select list, do the following:

Click the My Profile link on the left side of the main page.

The Profile page will open.

The scrolling list box in lower portion of the page labeled Your PA Types shows which PA types will be displayed in the select list.

To add a PA Type to the pull down menu, click once on the PA type you wish to add from the list in the upper portion of the page labeled Available e-PA System PA Types, and then select the Add To Your PA Types button. The page will be refreshed to show your changes.

To remove PA Types from the select list, within the Your PA Types box, click once on the PA Type you wish to remove, and then select the Remove from Your PA Types button. The page will be refreshed to show your changes.
Repeat until you have completed adding or removing PA Types. Select the **Save Changes** button at the bottom of the page. This will save all your changes.

If after you have made changes, but have not yet selected the Save Changes button, you may cancel the changes you made by selecting the **Reset** button.

The changes made to the PA Types indicated on the My Profile page will be reflected in the Recipient & PA Type Entry page that appears immediately after clicking the **PA Request** link on the PA Options menu.