

LOUISIANA MEDICAID PROVIDER ONLINE ACCOUNTS (PROVIDER ENROLLMENT INSTRUCTIONS)

I. INTRODUCTION

1. LAMEDICAID.COM has several applications (eCCR, eCDI, eCSI, eMEVS, eRA) that can be used by Louisiana Medicaid providers. These applications require that providers establish an online account with LAMEDICAID.COM.
2. What do you need to establish an online account with LAMEDICAID.COM?
 - A valid 7-digit Provider ID number assigned by Louisiana Medicaid.
 - An Internet account with an Internet Service Provider (not provided by DHH or Molina).
 - A valid e-mail address (not provided by DHH or Molina).
 - A Web browser that supports SSL with 128-bit encryption; for example, Microsoft Internet Explorer v5 or v6 or Netscape Navigator v6 or v7.
3. The instructions below will help you establish the Confidential Account Identification Codes that you need to access the LAMEDICAID.COM applications.

II. INSTRUCTIONS FOR ESTABLISHING AN ACCOUNT ON LAMEDICAID.COM

Note: Detailed instructions for the parts below follow on the next page.

Part I: You create your own login ID, challenge word, and challenge number; and you are assigned a temporary password by Molina.

Part II: You create a permanent password for your account.

Part III: Your permanent password will expire every 180 days and you will be prompted at that time to change it to another password.

Use the table below to record your login ID, temporary password, challenge word, challenge number, and permanent password:

NPI or Medicaid Provider ID Number:	
Login ID:	
Temporary Password:	
Challenge Word:	
Challenge Number:	
Permanent Password:	

If you have any trouble with this process, please contact Molina toll-free at **1-877-598-8753**.

Part One: Create your own Login ID, Challenge Word and Challenge Number

Step 1.

Open your Web browser and go to www.lamedicaid.com.

The screenshot shows the Louisiana Medicaid Provider Support Center homepage. At the top, it says "Louisiana Medicaid" with a logo of a pelican. Below the header, there is a navigation menu on the left with links like "Home", "About Medicaid", "Provider Support", "Billing Information", etc. The main content area features a "Welcome to the Louisiana Medicaid Provider Support Center" message and a prominent red link that says "es. See Hurricane Katrina link below for details. LA Pro". Other links include "2009 Provider Training Schedule" and "Attention Providers and Submitters of Electronic Claims - Annual Certification Form Due Now".

Step 2.

Click on the **Provider Login** button.

The screenshot shows the "Provider Login" page. It features a "Provider Login" heading and a form where users can enter their "10-digit National Provider Identifier (NPI) or 7-Digit Medicaid Provider ID". There is an "Enter" button next to the input field. Below the form, there is a "NOTICE TO USERS" section with a warning about unauthorized use and a "LOG OFF IMMEDIATELY" instruction. A "Provider Logout" button is visible in the top left corner.

Step 3.

Enter your 10-digit NPI or 7-Digit Medicaid Provider ID Number.

Click on the **Enter** button.

The screenshot shows the "Terms of Use Agreement" page. It has a heading "Terms of Use Agreement" and a "Provider Logout" button in the top left. A note states: "Note: Establishing an online account with LAMEDICAID.COM requires accepting the terms of this 'Agreement'." Below this, there is a link to "Click here to download the full instructions on how to properly enroll." The page also includes an "Agreement for Use of the Louisiana Medicaid Provider Web Site" section with a "Terms of Use" sub-heading. A warning box at the bottom states: "Warning: Unauthorized use of this site or the information contained herein is prohibited by the Louisiana Department of Health and Hospitals." The footer contains the text: "By accessing or using LAMEDICAID.COM, you consent to be bound by all of the terms and conditions of use." The page is dated "Date Modified: 1/25/07".

Step 4.

Read the "Terms of Use Agreement".

Step 5.

At the bottom of the “Terms of Use Agreement” are two buttons:

Accept and **Decline**.

Click on the button that indicates your action. If you accept, you will continue to Step 6. If you decline, the process is terminated and you will not be allowed to access restricted applications on LAMEDICAID.com.

Step 6.

Enter the following information:

- your First Name,
- your Middle Initial,
- your Last Name,
- your Telephone Number,
- your fax number,
- your e-mail address,
- a login ID of your choice (see note below),
- a challenge word of your choice (see note below), and
- a challenge number of your choice (see note below).

NOTES:

Your **login ID** must be between 5 and 15 letters and/or numbers, and it is case-sensitive.

Your **challenge word** must be between 8 and 15 letters. It is not case sensitive.

Your **challenge number** must be 5 digits and must not start with zero.

Write down these three codes. If you print these instructions, you can use the table on the first page to record this information.

Click on the **Submit** button.

Louisiana Medicaid

LAMEDICAID.COM inconsistent with or conflicting with the terms of this Agreement is superseded by the terms of this Agreement.

You assent to all of the foregoing terms and conditions of the Agreement by any further use of LAMEDICAID.COM.

Request Enrollment On-line Account

Please accept or decline the terms and conditions of this Agreement by clicking on the button that signifies your action.

Accept **Decline**

* We recommend viewing the Provider Enrollment Instructions (PDF) with the latest version of Adobe Acrobat Reader.

Download Adobe Acrobat Reader

Warning: Unauthorized use of this site or the information contained herein is prohibited by the Louisiana Department of Health and Hospitals.

Louisiana Medicaid

Request Enrollment On-line Account

An on-line account must be created in order to access the restricted applications. Please enter the following information so we may create your account. This account will be used by the administrator of the web applications in your organization. An * indicates required information.

First Name: MI: Last Name:

Telephone Number (see 225.423.8887): Fax Number (see 225.423.9657):

*Email Address (a temporary password will be e-mailed to the address you provide):

*Login ID (This will be used together with a password to log into restricted applications. The Login ID must be between 5 to 15 alphanumeric characters and in case sensitive.):

Enter a challenge word (for example, eagle) and challenge number (for example, 12345) that you need to remember. You will have to recall these so we may verify your identity.

*Challenge Word (Must be between 8 to 15 alphanumeric characters):

*Challenge Number (Must be 5 digits):

Submit

Copyright © Request Enrollment On-line Account
View Website: 10/2007

Step 7.

A message will be displayed explaining that you have completed the first part of the new account process.

Click on the **OK** button.

Step 8.

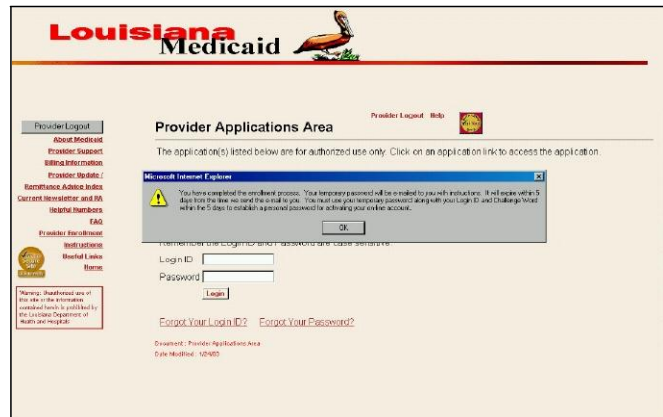
Close your web browser.

Within an hour (approximately), you should receive an e-mail message from lamedicaid@molinahealthcare.com which contains your temporary password.

Once you get your temporary password, you can proceed to Part Two on the next page.

YOU MUST USE YOUR TEMPORARY PASSWORD ALONG WITH YOUR LOGIN ID AND CHALLENGE WORD WITHIN 5 DAYS OF RECEIPT OF THE E-MAIL IN ORDER TO ESTABLISH A PERMANENT PASSWORD.

If you do not use your temporary password within the 5 day period, please call Molina toll-free at **1-877-598-8753**.



Part Two: Create a Permanent Password

Step 1.

Open your Web browser and go to www.lamedicaid.com.

The screenshot shows the Louisiana Medicaid Provider Support Center homepage. At the top, it says "Louisiana Medicaid" with a logo of a pelican. Below the header, there is a navigation menu on the left with links like "Home", "About Medicaid", "Provider Support", etc. The main content area includes a search bar, a "Provider Login" button, and a "2006 Provider Training Schedule" link. A prominent red banner reads "es. See Hurricane Katrina link below for details. LA Pro".

Step 2.

Click on the **Provider Login** button.

The screenshot shows the "Provider Login" page. It features a search bar for a 10-digit NPI or 7-Digit Medicaid Provider ID. A "NOTICE TO USERS" box is prominently displayed, stating that the website is the property of Unisys and the Department of Health and Hospitals, and that users consent to terms of use and privacy. A "Provider Login" button is visible at the bottom of the page.

Step 3.

Enter your 10-digit NPI or 7-Digit Medicaid Provider ID Number.

Click on the **Enter** button.

The screenshot shows the "Provider Applications Area". It contains a "Provider Login" button and a "Provider Applications" section. The applications section lists various services and includes a "Provider Applications" form with fields for "Log ID" and "Password". A "Login" button is located below the form. There are also links for "Forgot Your Login ID?" and "Forgot Your Password?".

Step 4.

Enter your Login ID.

Enter the temporary password you received by e-mail from Molina.

Click on the **Login** button.

Step 5.

Enter your Challenge Word.

Click on the **Next** button.

The screenshot shows the 'Confirm Challenge Word' page on the Louisiana Medicaid website. The header includes the Louisiana Medicaid logo and a pelican icon. A left sidebar contains navigation links: Provider Logout, About Medicaid, Provider Support, Billing Information, Provider Update, Remittance Advice Index, Current Newsletter and RA, Helpline Numbers, FAQ, Provider Enrollment, Instructions, Useful Links, and Home. The main content area has the title 'Confirm Challenge Word' and a sub-header 'Enter the Challenge Word that was created during the enrollment process and click Next'. Below this is a 'Challenge Word' input field with a 'Next' button. A document title 'Document : Confirm Challenge Word' and a date 'Date Modified : 12/05/02' are visible at the bottom.

Step 6.

Enter your Challenge Number.

Click on the **Next** button.

Hint: The Challenge Number must be 5 digits not starting with zero. Zero may be any other number in the Challenge Number, but NOT the first number.

The screenshot shows the 'Enter Challenge Number' page. The header and sidebar are identical to the previous page. The main content area has the title 'Enter Challenge Number' and a sub-header 'Enter a challenge number that you will remember and click Next'. Below this is an 'Enter Challenge Number' input field with a 'Next' button. A document title 'Document : Enter Challenge Number' and a date 'Date Modified : 12/05/02' are visible at the bottom.

Step 7.

Create and record your new password. Note that you must enter the new password twice as a confirmation measure.

Note: The new password must be between 5 and 15 letters and/or numbers, and it is case-sensitive.

Click on the **Change Password** button.

Write down your new password. If you print these instructions, you can use the table on the first page to record your password.

You have completed the entire account activation process. From this point, you will use your LOGIN ID and PERMANENT PASSWORD to access LAMEDICAID.COM.

The screenshot shows the 'Change Password' page. The header and sidebar are identical to the previous pages. The main content area has the title 'Change Password' and a sub-header 'Please enter a new password.'. Below this are instructions: 'To ensure the security of your data, you must choose a Password that is between 5 and 15 letters and/or numbers. Your password is case sensitive. After entering your Password, enter it again in the Confirm Password box to verify you spelled it correctly. When you have finished, click the Change Password button.' There are two input fields: 'New Password:' and 'Confirm Password:'. Below them is a 'Change Password' button. A document title 'Document : Change Password' and a date 'Date Modified : 12/05/02' are visible at the bottom.

Part Three: Change Your Permanent Password


NOTE: Your permanent password will expire after 180 days and you will be prompted to change it.

Step 1.

Enter your new password in both boxes: New Password and Confirm Password.

Note: The new password must be between 5 and 15 letters and/or numbers, and it is case sensitive.

Click on the **Change Password** button.



The screenshot shows the Louisiana Medicaid website's "Change Password" page. At the top, the "Louisiana Medicaid" logo is displayed with a pelican icon. Below the logo is a navigation menu with links: "Provider Logout", "About Medicaid", "Provider Support", "Billing Information", "Provider Update / Remittance Advice Index / Current Newsletter and RA", "Helpful Numbers", "FAQ", "Provider Enrollment Instructions", "Useful Links", and "Home". The main heading is "Change Password". Below this, there is a section titled "Please enter a new password." with instructions: "To ensure the security of your data, you must choose a Password that is between 5 and 15 letters and/or numbers. Your password is case sensitive. After entering your Password, enter it again in the Confirm Password box to verify you spelled it correctly. When you have finished, click the **Change Password** button." There are two input fields: "New Password:" and "Confirm Password:". Below these fields is a "Change Password" button. At the bottom left, there is a "Warning" box: "Warning: Unauthorized use of this site or the information contained herein is prohibited by the Louisiana Department of Health and Hospitals." At the bottom right, it says "Document : Change Password" and "Date Modified : 12/05/02".