



Louisiana Medicaid Management Information System (LMMIS)

Batch Eligibility Verification System Pilot User Manual

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PROJECT INFORMATION

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03/14/17	Initial draft		Bria Beathley
08/02/18	Updated as per LAMedicaid Secure Redesign	10733	J. Lavigne
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06/06/23	Updated document to change support email address.	N/A	J. Lavigne

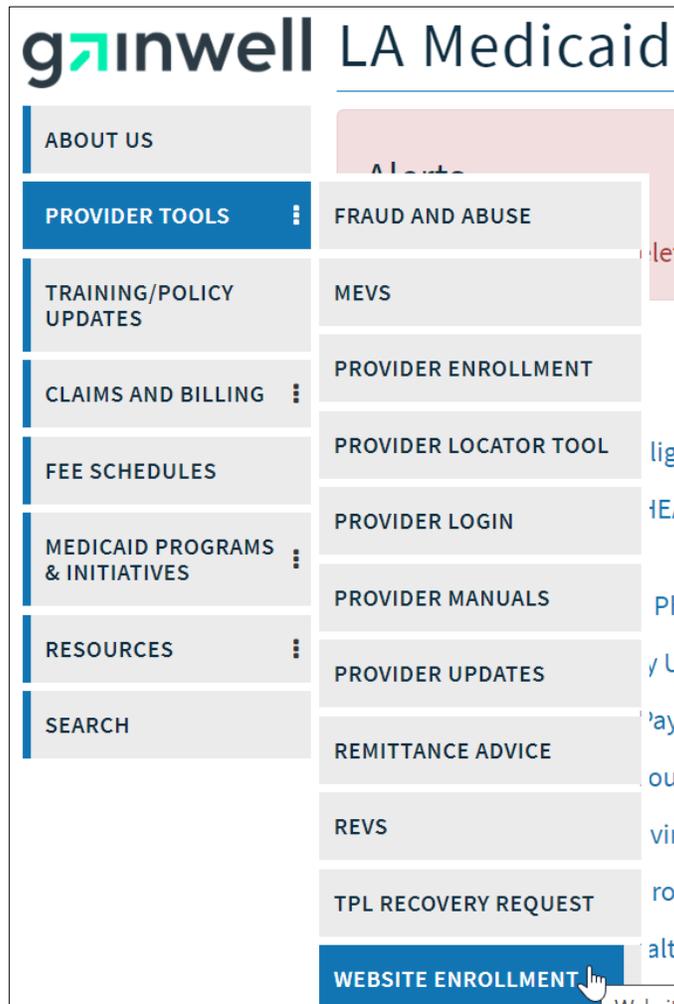
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1.0 ACCESSING THE APPLICATION

This section provides information on how to access the **Batch Eligibility Verification System Pilot** 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.

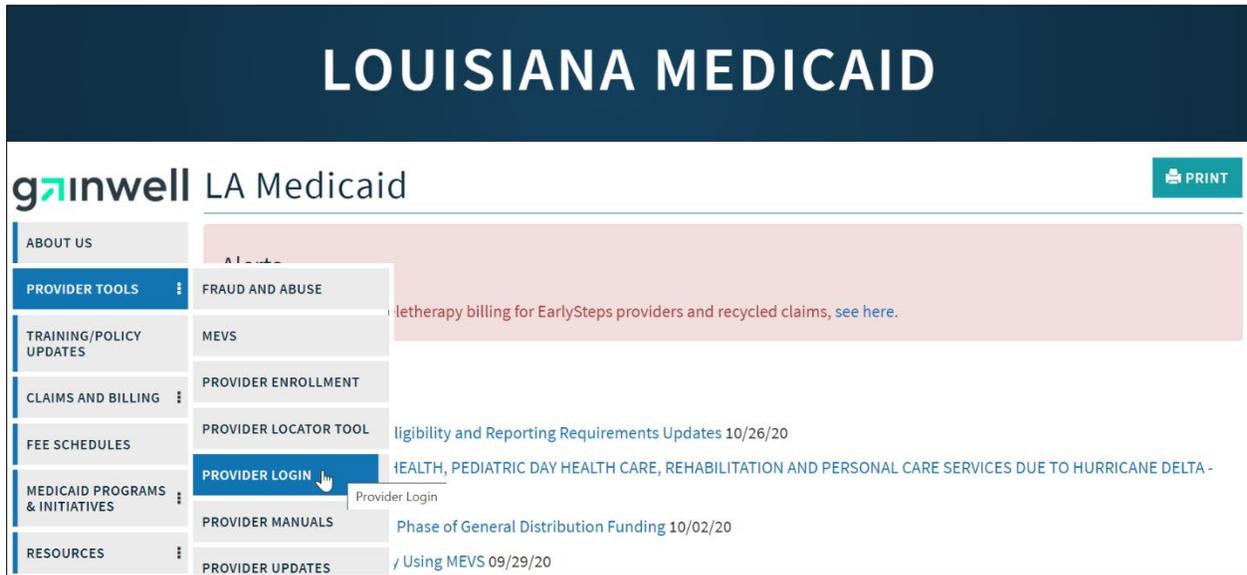
The Louisiana Department of Health (LDH) determines who is an authorized user defining all user access capabilities. Directions for establishing a valid online provider account are available on the Louisiana Medicaid website at www.lamedicaid.com under the **Website Enrollment** link located under **Provider Tools** on the left side of the main menu.



Providers who are experiencing difficulty in establishing an account or with the application may contact the Gainwell Technologies **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 lamedicaid@gainwelltechnologies.com.

In order to access the **Batch Eligibility Verification System Pilot 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** link under **Provider Tools** on the left side of the main menu 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.

LOUISIANA MEDICAID

You are here : Louisiana Medicaid > Provider Login

gainwell Provider Login PRINT

[Help](#)

Please enter your 10-digit National Provider Identifier (NPI) or 7-Digit Medicaid Provider ID

Note: Non-FFS Behavioral Health Providers should use their NPI to login.

For security purposes, please enter the characters from the CAPTCHA image



NOTICE TO USERS

This is Louisiana's Medicaid information and is the property of Gainwell Technologies and Louisiana Department of Health. It is for authorized use only. **Users (authorized or unauthorized) have no explicit or implicit expectation of privacy.**

Any or all uses of this website and all files on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized site, Louisiana Department of Health, and law enforcement personnel, as well as authorized officials of other agencies, both domestic and foreign. **By using this system, the user consents to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion of authorized site or Louisiana Department of Health.**

Unauthorized or improper use of this website may result in administrative disciplinary action and civil and criminal penalties. **By continuing to access this website you indicate your awareness of and consent to these terms and conditions of use. LOG OFF IMMEDIATELY if you do not agree to the conditions stated in this warning.**

NEXT

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.

LOUISIANA MEDICAID

You are here : LAMedicaid.com

User Login

Please enter your Restricted Applications' Login ID and Password.
Remember the Login ID and Password are case sensitive.

Login ID

Password

Need help?

- [Forgot Your Login ID?](#)
- [Forgot Your Password?](#)
- [Forgot login ID and Password?](#)

PREVIOUS **NEXT** ←

Users will be directed to the Provider Applications page where they can access their authorized applications

You are here : LAMedicaid.com

Provider Applications PRINT

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

- Batch Eligibility Verification System
- Batch Eligibility Verification System Pilot
- Claim Status Inquiry (5010 Version)
- 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 Advices

Click the **Batch Eligibility Verification System Pilot** Hyperlink to continue to the application.

Restricted Provider Applications

- [Batch Eligibility Verification System](#)
- [Batch Eligibility Verification System Pilot](#)
- [Chisholm Paragraph 10 File Download](#)
- [Claim Status Inquiry \(5010 Version\)](#)
- [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](#)

2.0 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.



2.1 Adding New Request

Options
[View My Requests](#)
[Add New Request](#)

My Account
[My Profile](#)
[My Applications](#)
[Logout](#)
[Help](#)

**** ADMINISTRATOR ONLY ****
Select Provider to Display Listings:

Invoices that are generated by the system will be sent to the following address:
LDH/DXC TECH PBM STAFF
P O BOX 80159
BATON ROUGE, LA 708980159

If the billing address is incorrect on your provider/submitter number, please complete the attached [Address/Telephone Number Changes Packet](#) and submit it to Gainwell Technologies - Provider Enrollment Unit, PO Box 80159, Baton Rouge, LA 70898-0159. This packet contains all necessary forms and useful information on other items that might need to be addressed when a Pay-To address is updated. All address changes must be received hardcopy with original signatures before they can be processed and processing can take up to three (3) weeks.

NOTE: Transactions that are submitted are processed. All transactions submitted will be processed by noon the following business day. The eligibility verification process are scheduled to run once daily (after business hours). If you encounter transactions that have not been completely processed by noon the following business day, please contact Gainwell Technologies technical support at 1-877-598-8753.

Transaction Listing

Below is a listing of files that were uploaded into the system.
No files have been uploaded into the system.

To get started, click on the “Add New Request” link located at the top of the page. This will direct you to the file upload screen.

Options
[View My Requests](#)
[Add New Request](#)
My Account 
[My Profile](#)
[My Applications](#)
[Logout](#)
[Help](#)

Please specify a valid 270 file from your local network in the space provided and click the Upload button:
Note: You can attach a total of up to 16 MB of data.

No file chosen

Receive Email Notifications [Optional]

If you would like to receive email notifications when the 999 and/or 271 responses are generated by the system, please specify an email address in the space provided below:

Type your email again for verification purposes:

Specify a valid 270 transaction file from your local computer or network. If you need help locating a file, use the **Choose File** button. Click the **Upload** button to continue.

Options

- View My Requests
- Add New Request
- My Account
- My Profile
- My Applications
- Logout
- Help

Please specify a valid 270 file from your local network in the space provided and click the Upload button:
Note: You can attach a total of up to 16 MB of data.

Choose File No file chosen

Receive Email Notifications [Optional]

If you would like to receive email notifications when the 999 and/or 271 responses are generated by the system, please specify an email address in the space provided below:

Type your email again for verification purposes:

UPLOAD

Only a valid 270 transaction file in text format, **.TXT** file type, is allowed to be uploaded into the system. Specifying any other file type, such as **PDF, ZIP, etc.**, will not be allowed.

In addition to the **.TXT** file type validation, if you inadvertently upload the incorrect file, then the system **will not allow the process to continue**. This feature does not perform any 270 validation. The next step in the process will be the 270 validation.

[Optional] – If you would like to receive system notifications via email, you can enter an email address in the fields provided. You are required to enter your email address twice. This is done for verification purposes (to prevent typos).

The following confirmation is shown:

Upload Successful

The file was successfully added to the system. Please note that this does not imply that the file has passed TA1 level validation. This message is only meant to indicate that the file was successfully uploaded into the system and saved in the request database. To view the status of the request click the link in the *What's Next* section below.

What's Next?

To return to the request listing to view status information, click [here](#).
To upload another file, click [here](#).

You're done! If the file you specified was a valid 270 transaction as noted in this document, you should see a new entry appear in the "Transaction Listing" located near the bottom of the screen. If, for whatever reason, the upload process fails, there will be a description of the error (marked in red).

Submission Processing

- With each 270 file that is uploaded to the system, the following processes will occur:

- Step 1) TA1 and 999 validation** – Validation of the Interchange envelope will be posted in the TA1 file. Validation of the Functional Group will be posted in the 999 file.
- Step 2) Valid 270 files placed in processing queue** – Files that pass both TA1 and 999 level validations will be submitted for eligibility request processing.
- Step 3) The Transaction Listing (see Figure 5) will be updated** – The transaction listing will be refreshed and details about the submission will appear at the bottom of the list. Details will be posted of the available TA1 and 999 files. A 271 batch response file will be produced for a valid 270 file submission. When processing of the batch is completed the details will be posted to the Transaction Listing.

Business Day Processing

- Each business day the Eligibility Verification System will run the following processes:
- Each valid Batch 270 submission will be processed to produce a Batch 271 response file. Responses to all submitted transactions will be made available by the next business day.
- **File posted to secured on-line Provider Portal** – All batch 271 files created are stored in a secured Provider Portal access area where they will be available for immediate download by the submitter.

2.2 Viewing your request

To view your request you can either click on the **“View My Request”** link located at the top of the page, or when you click the **Batch Eligibility Verification System** link from the provider applications link you will be automatically redirected to your entire history of request.

Options

[View My Requests](#)

[Add New Request](#)

My Account

[My Profile](#)

[My Applications](#)

[Logout](#)

Other Links

[Help](#)

[LAMedicaid.com](#)

P O BOX 80159
BATON ROUGE, LA 708980159

If the billing address is incorrect on your provider/submitter number, please complete the attached [Address/Telephone Number Changes Packet](#) and submit it to DXC Technology - Provider Enrollment Unit, PO Box 80159, Baton Rouge, LA 70898-0159. This packet contains all necessary forms and useful information on other items that might need to be addressed when a Pay-To address is updated. All address changes must be received hardcopy with original signatures before they can be processed and processing can take up to three (3) weeks.

NOTE: Transactions that are submitted are processed. All transactions submitted will be processed by noon the following business day. The eligibility verification process are scheduled to run once daily (after business hours). If you encounter transactions that have not been completely processed by noon the following business day, please contact DXC Technology technical support at 1-877-598-8753.

Transaction Listing

Below is a listing of files that were uploaded into the system.

	Request ID	Upload Date	Status	270	TA1	999	271	Processed Date
1	371	9/10/2018 10:11:00 AM	Initial					
	370	4/13/2017 2:01:00 PM	Initial					
	369	4/11/2017 10:48:00 AM	Initial					
1								

Key

- Successfully processed
- Processed with errors
- In processing
- Download the file to your local computer.
- File in a user-friendly (easy to read) format.

All batch files created are stored in a secured Provider Portal access area where they will be available for immediate download by the submitter.

Transaction Listing

Below is a listing of files that were uploaded into the system.

1	2	3	4	5	6	7	8	9	10
	Request ID	Upload Date	Status	270	TA1	999	271	Processed Date	
	13465	11/30/2016 3:16:00 PM	Initial						
	13464	10/20/2016 2:03:00 PM	Ready for validation						
	13463	10/7/2016 8:08:00 PM	Ready for validation						

Transaction Listing Reference Guide

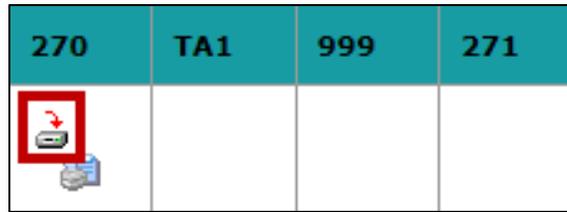
Field	Field/Link Name	Description
1	Page # of #	A maximum of 10 records are listed per page. This is the current page# of the total pages returned.
2	Status Icon	Icon that represents status of request.
3	Request ID	A unique Identifier that is assigned to a specific request.
4	Upload Date	The date a particular request is successfully uploaded.
5	Status	Status of the request.
6	270	270 Batch Eligibility Request
7	TA1	TA1 Interchange Acknowledgement
8	999	999 Transaction Set Specific Validation
9	271	Batch Eligibility Response
10	Processed Date	Date a particular request was processed.

The user can use the key at the bottom of the page to determine if request were **Successfully Processed, Processed with Errors or Currently in Processing.**

Key

- Successfully processed
- Processed with errors
- In processing
- Download the file to your local computer.
- View the file in a user-friendly (easy to read) format.

Under the **270**, **TA1**, **999** and **271** columns there are two options that allow the user to either download the file to their local computer or to view the file in a printer friendly or easy to read format.



When the **“Download the File to your local computer”** option is pressed a dialogue box will prompt you to either save or open the file.



When the file is saved on your local computer, it can be opened with notepad.

