



Louisiana Medicaid Management Information System (LMMIS)

Friends and Family User Manual

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1.0 OVERVIEW

The Friends and Family Application enables users to download weekly spreadsheets to view a list of open Providers with a Provider Type of 42 (Non-emergency Medical Transportation). The spreadsheet contains pertinent information about each provider, such as Provider ID, address, phone number, etc.

LOUISIANA MEDICAID

You are here : Louisiana Medicaid > My Applications > Friends and Family

ga|inwell Open Friends & Family Providers **PRINT**

My Account

- My Profile
- My Applications
- Logout
- Help

Provider ID: 1209996
Provider Name: LDH MGMT/DXC TECH PBM STAFF

Open Friends & Family Provider Reports

Export Date	Extract
04/21/2019	DOWNLOAD
04/14/2019	DOWNLOAD
04/07/2019	DOWNLOAD
03/31/2019	DOWNLOAD
03/24/2019	DOWNLOAD
03/17/2019	DOWNLOAD
03/10/2019	DOWNLOAD
03/03/2019	DOWNLOAD
02/24/2019	DOWNLOAD
02/17/2019	DOWNLOAD

1 2 3 4 5 6 7 8 9 10 > >>

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2.0 ACCESSING THE APPLICATION

This section provides information on how to access the **Friends and Family** 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.

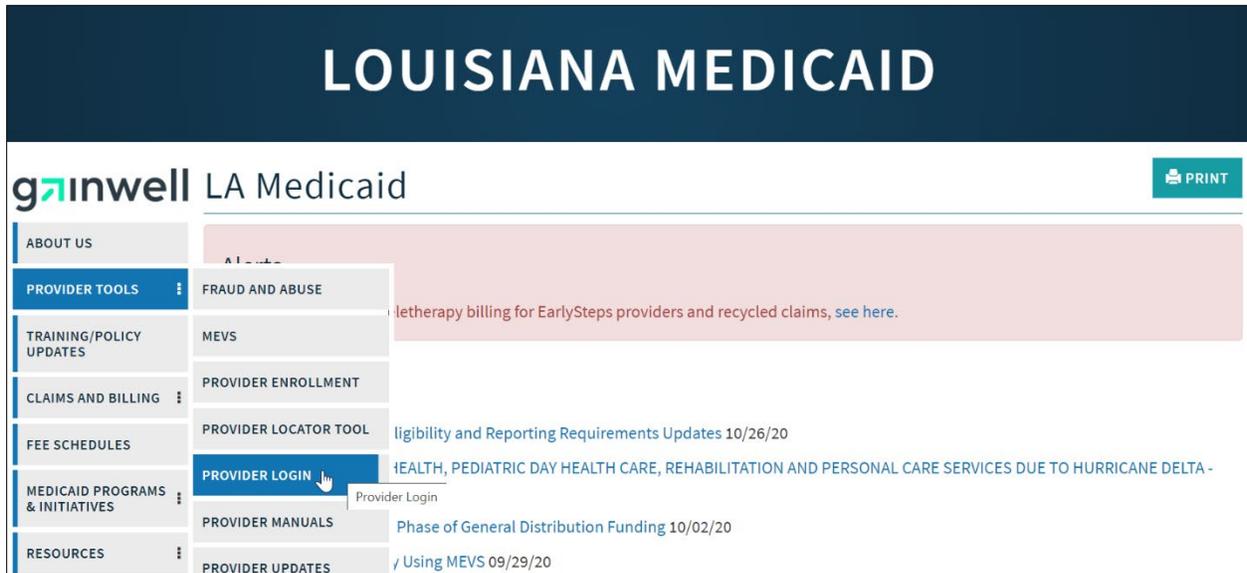
The Louisiana Department of Health (LDH) determines who is an authorized user defining all user access capabilities. Directions for establishing a valid online provider account are available on the Louisiana Medicaid website at www.lamedicaid.com under the **Website Enrollment** link located under **Provider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



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

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](#)

Select the **Friends and Family** link.

LOUISIANA MEDICAID

You are here : LAMedicaid.com

MOLINA
Medicaid Solutions

Provider Applications

PRINT

My Account

- My Profile
- My Applications
- Logout

Other Links

- Help
- LAMedicaid.com

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

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 application lists the weekly spreadsheets, with the most recent at the top, similar to that shown below:

Provider ID: 1209996
Provider Name: LDH MGMT/DXC TECH PBM STAFF

Open Friends & Family Provider Reports

Export Date	Extract
04/21/2019	DOWNLOAD
04/14/2019	DOWNLOAD
04/07/2019	DOWNLOAD
03/31/2019	DOWNLOAD
03/24/2019	DOWNLOAD
03/17/2019	DOWNLOAD
03/10/2019	DOWNLOAD
03/03/2019	DOWNLOAD
02/24/2019	DOWNLOAD
02/17/2019	DOWNLOAD

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Click on a **Download** button for the weekly spreadsheet of interest.

3.1 Navigating the List of Weekly Spreadsheets

You are enabled to scroll through the weekly spreadsheets by means of control buttons at the bottom of the grid:

The screenshot displays the Louisiana Medicaid website interface. At the top, there is a navigation bar with the Louisiana Department of Health logo and a 'BACK TO LDH' button. Below this is a large blue header with the text 'LOUISIANA MEDICAID' and a breadcrumb trail: 'You are here : Louisiana Medicaid > My Applications > Friends and Family'. The main content area is titled 'ga|inwell Open Friends & Family Providers' and includes a 'PRINT' button. On the left, there is a 'My Account' menu with links for 'My Profile', 'My Applications', 'Logout', and 'Help'. The main content area shows provider information: 'Provider ID: 1209996' and 'Provider Name: LDH MGMT/DXC TECH PBM STAFF'. Below this is a section titled 'Open Friends & Family Provider Reports' containing a table with two columns: 'Export Date' and 'Extract'. The table lists 10 rows of data, each with a date and a 'DOWNLOAD' button. At the bottom of the table is a pagination control with a row of numbers from 1 to 10, a left double arrow, a right double arrow, and the text 'Page 1 of 59'. A red arrow points to the right double arrow button.

The double arrow control buttons enable the user to go quickly to the first page (left double arrow) or last page (right double arrow) of the list.

The single arrow control buttons enable the user to go to the previous page (left single arrow) or next page (right single arrow) of the list.

The row of numbers enables the user to click on a specific page of the list to view the results.

Once you have found the spreadsheet you want to see, click on the **Download** button to its right.

The screenshot shows the Louisiana Medicaid website interface. At the top, there is a navigation bar with the Louisiana Department of Health logo and a 'BACK TO LDH' button. Below this is the 'LOUISIANA MEDICAID' header. A breadcrumb trail indicates the user is in 'Louisiana Medicaid > My Applications > Friends and Family'. The main content area is titled 'Open Friends & Family Providers' and includes a 'PRINT' button. On the left, there is a 'My Account' menu with options like 'My Profile', 'My Applications', 'Logout', and 'Help'. The main section displays 'Provider ID: 1209996' and 'Provider Name: LDH MGMT/DXC TECH PBM STAFF'. Below this is a table of 'Open Friends & Family Provider Reports'. The table has two columns: 'Export Date' and 'Download'. A red arrow points to the 'Download' button for the report dated 04/21/2019. The table lists several other reports with dates ranging from 02/17/2019 to 04/21/2019. At the bottom of the table, it says 'Page 1 of 59'.

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

The screenshot shows a Microsoft Excel spreadsheet titled 'FIFProviderReport_132016.csv'. The spreadsheet contains a list of provider data. The columns are: A: Provider, B: Provider Name, C: Provider_Specialty, D: Begin_Dat, E: End_Date, F: Begin_Dat, G: End_Date, H: Street, I: AdCity, J: State, K: Zip, L: Phone. The data rows start from row 2. Some cells in columns B, H, and I are redacted with black boxes. The spreadsheet also shows the Microsoft Excel ribbon with various tabs like File, Home, Insert, Page Layout, Formulas, Data, Review, View, Acrobat, and Team. The status bar at the bottom indicates 'Ready' and '100%' zoom.