



Louisiana Medicaid Management Information System (LMMIS)

PACE 820 Report System Web Application User Manual

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Prepared By
Technical Communications Group

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PROJECT INFORMATION

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Author	Technical Communications Group, Gainwell Technologies	
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Date	Description of Change	By
03/20/2007	Initial draft	Cheryl Stickney Cheryl Graves
07/23/2008	Second draft to update the web signon to incorporate the entry of NPI.	Steve Brunet
04/06/2017	Updated to reflect application changes	B. Beathley
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11/12/2020	Updated document as per Gainwell Rebrand.	J. Lavigne
06/06/2023	Updated document to change support email address.	J. Lavigne

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1.0 OVERVIEW

The PACE 820 Report System provides a secure web site which allows Providers to download their 820 report file.

This User Manual provides information on the PACE web application including accessing and downloading the 820 report file.

The screenshot shows the top portion of a web application. At the top is a dark blue header with the text "LOUISIANA MEDICAID" in white. Below this is a lighter blue navigation bar with the text "You are here : Louisiana Medicaid > My Applications > PACE 820 Report System". The main content area has a white background. On the left is a "My Account" menu with links for "My Profile", "My Applications", "Logout", and "Help". In the center, there is a "Provider Id: 1209996" and "Provider Name: LDH MGMT/DXC TECH PBM STAFF". Below this is a pagination control showing "Page 1 of 1" with a dropdown menu and navigation arrows. On the right side, there is a green "PRINT" button with a printer icon.

2.0 ACCESSING THE APPLICATION

This section provides information on how to access the **PACE 820 Payment Web 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.

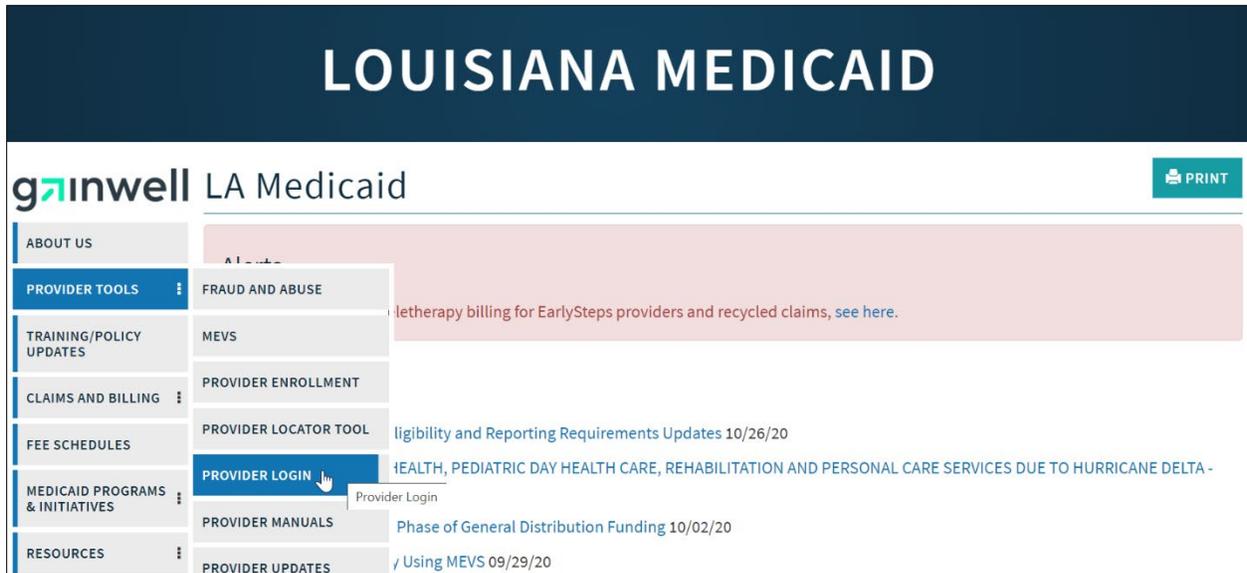
The Louisiana Department of Health (LDH) determines who is an authorized user defining all user access capabilities. Directions for establishing a valid online provider account are available on the Louisiana Medicaid website at www.lamedicaid.com under the **Website Enrollment** link located under **Provider 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 **PACE 820 Payment Web 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

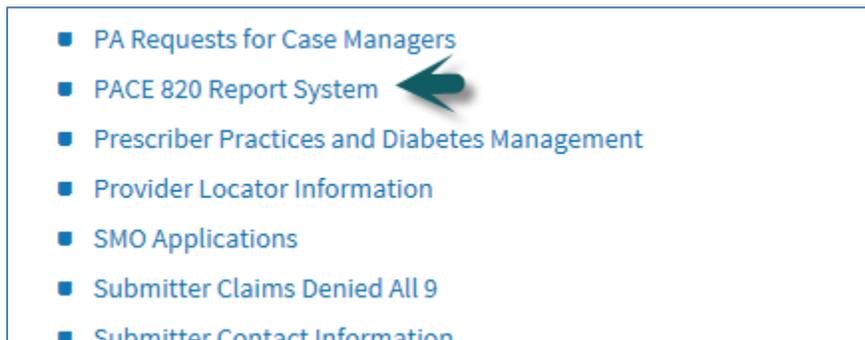
Claim Check

- 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

Once logged in, the Provider Applications Area screen is displayed. Click the **PACE 820 Payment Web Application** link to continue.



Note: The list of applications shown here is comprehensive; therefore you may not see as many options on the Provider Applications page.

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.

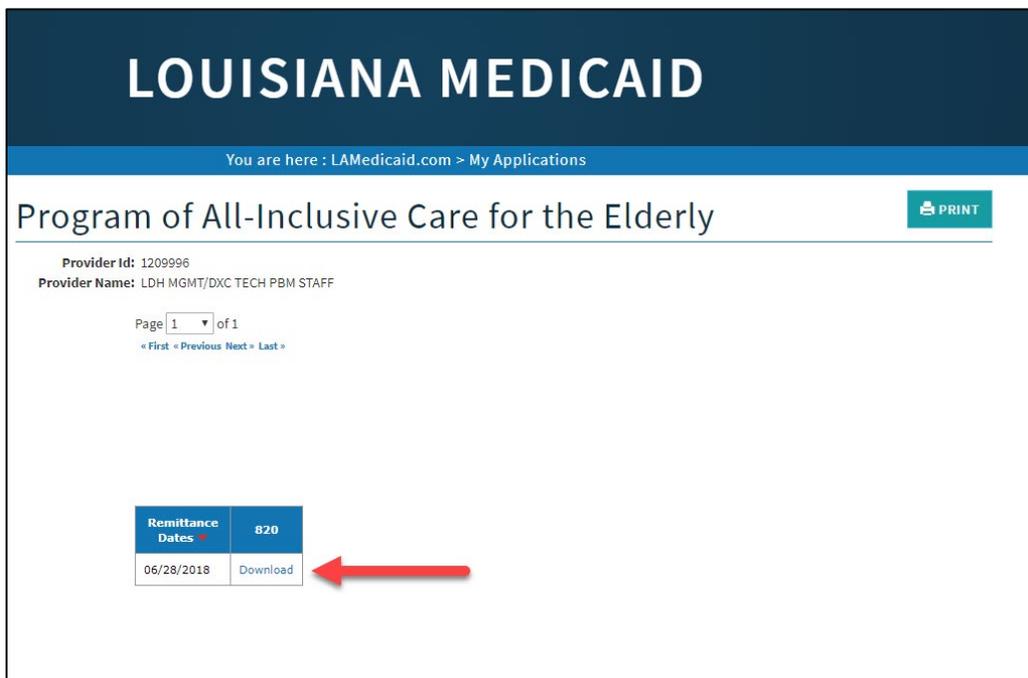
Users also have access to a **Print** screen button located on the top right hand corner of every screen.



3.0 USING THE APPLICATION

The PACE 820 Report System Web page opens and displays the following information:

- Provider ID
- Provider Name
- Total number of records
- Number of pages of records



The user may sort the records by **Remittance Dates** by clicking on the red triangle in the Remittance Dates column. If the triangle is pointing up, the records are displayed with the oldest records displayed first. If the triangle is pointing down, the records are displayed with the newest records displayed first.

The user may also click on the [<< First << Previous Next>> Last >>](#) links (when they are blue) to move to another page of records.

To display a record, the user will choose the date they wish to view and click on the **Download** link next to that date.

The **File Download** box will be displayed asking “Do you want to open or save this file?”



To open a new window displaying the records for the date chosen, click on the **Open** button. The user may choose to print the report by clicking on **File**, and **Print**. The file may also be saved by clicking on **File** and **Save**.

To save the file, click on the **Save** button. The user may rename the file if they wish and save to the user's desired location.

Click on the **Cancel** button to close the File Download box and return to the PACE application.



When the file has been reviewed, saved or printed, the user may click on the **My Applications** button on the right side bar to return to a list of their applications.