



Louisiana Medicaid Management Information System (LMMIS)

Prior Authorization Requests for Case Managers System User Manual

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PROJECT INFORMATION

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1.0 OVERVIEW

Support Coordination Service Providers (Case Managers) have access to the **Prior Authorization (PA) Requests for Case Managers** computer system on the Louisiana Medicaid Provider Support Center Web site at <http://www.lamedicaid.com>.

The purpose of this computer system is to provide Case Managers the capability to view PA requests for Medicaid recipients who are linked to their agencies that are submitted via the electronic Prior Authorization (ePA) computer system by the servicing provider.

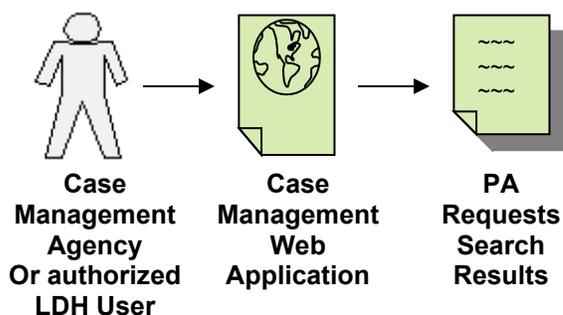
1.1 Objectives

The principal functions of this Web application are:

1. Electronic PA request searches
2. User-selectable search criteria
3. Sort and page search results
4. View selected PA requests information
5. Restrict Case Managers view of PA requests to cases assigned **only** to their Provider ID
6. Allow authorized state of Louisiana Department of Health (LDH) personnel to inquire on all PA requests

1.2 Case Management Process Description

The Case Management process, illustrated below, begins with the user (LDH or Case Management Agency) accessing the case management application and selecting the desired search criteria. Depending on a user's access rights (LDH or Case Manager), the application will display either all PA requests (LDH) or only those PA requests that have the same Provider ID as the provider logged in (Case Manager Agency):



2.0 ACCESSING THE APPLICATION

This section provides information on how to access the **Prior Authorization Requests for Case Managers** 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.

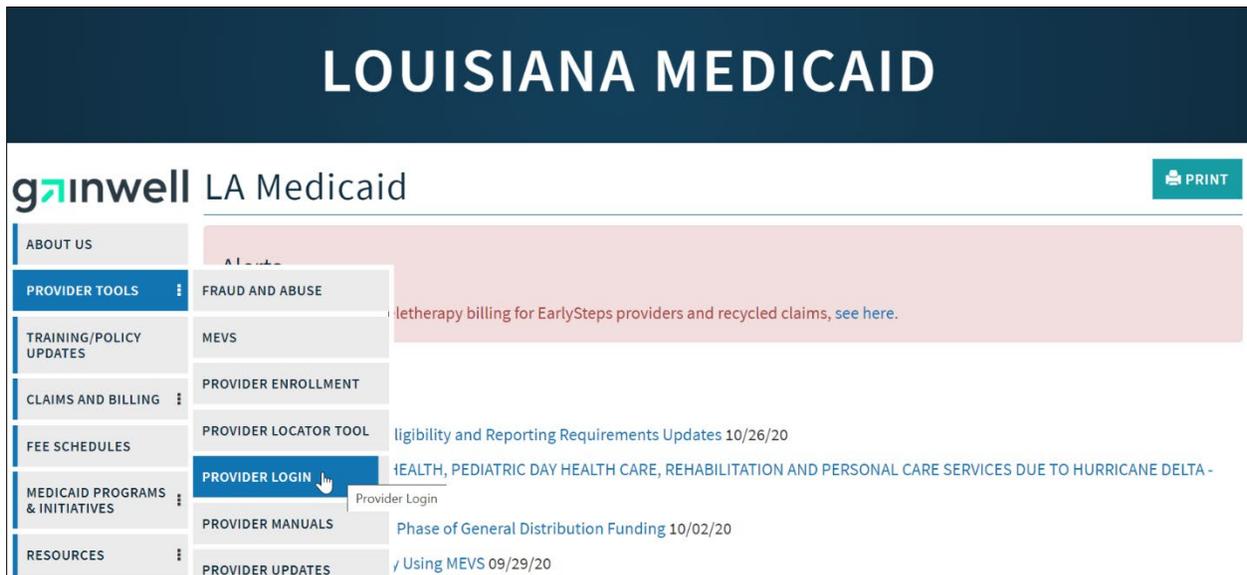
The Louisiana Department of Health (LDH) determines who is an authorized user defining all user access capabilities. Directions for establishing a valid online provider account are available on the Louisiana Medicaid website at www.lamedicaid.com under the **Website Enrollment** link located under **Provider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



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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

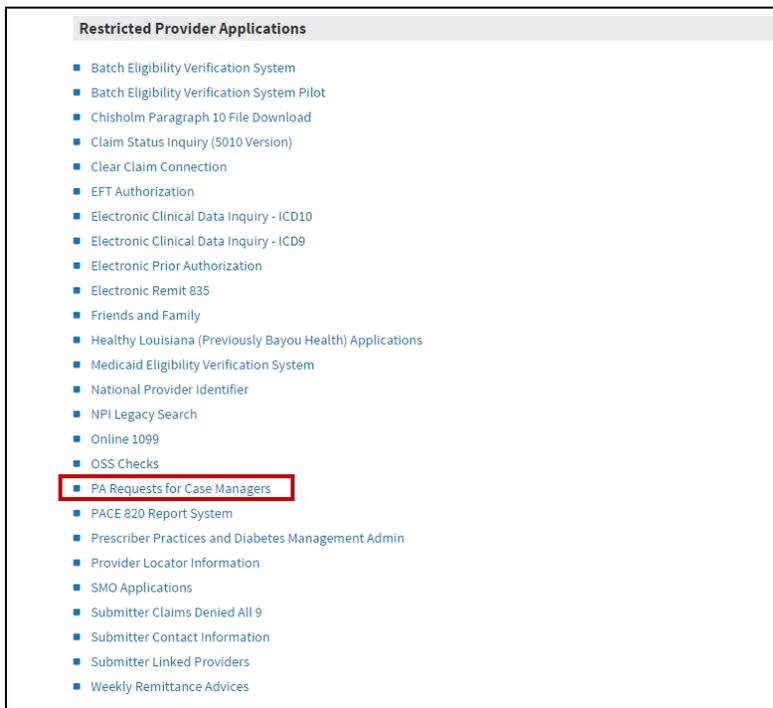
- Clear Claim Connection

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

Once logged in, the Provider Applications Area screen is displayed. Click the **Prior Authorization Requests for Case Managers** link to continue.

After successfully logging in The Providers Application screen is displayed.



Click the **PA Request for Case Manager** Hyperlink to continue to the application.

When you enter the application a welcome message will be displayed along with options unique to the Prior Authorization Request for Case Manager Application and user account options.

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

3.1 Search & View Detail

At the Case Manager home screen, users may enter any search criteria from the available fields under “Search Criteria”.

In the “Additional Search Criteria” section, the **From Date** and **Thru Date** are required fields. You must click the **calendar** buttons or enter dates in the MM/DD/YYYY format.

When completed entering the search criteria, click the **Search** button.

The screenshot shows the Louisiana Medicaid Case Manager search interface. At the top, there is a dark blue header with the text "LOUISIANA MEDICAID" in white. Below this is a light blue navigation bar with the text "You are here : Louisiana Medicaid > My Applications > PA Requests for Case Managers". The main content area has a white background. On the left, there is a "My Account" sidebar with links for "My Profile", "My Applications", "Logout", and "Help". The main content area starts with a "Case Manager" title and a "PRINT" button. Below this is a welcome message: "Welcome Providers, to the LA MEDICAID PA Request for Case Managers System. The purpose of the PA Request for Case Managers System is to provide Case Management Agencies the capability to view PA Requests associated with their agency." This is followed by the instruction "Please enter at least one of the following:". The "Search Criteria" section contains six input fields: "PA Provider ID", "SSN", "Recipient ID", "PA Type" (a dropdown menu with "Select All" selected), "PA Number", "Case Manager:", and "Recipient Name". The "Additional Search Criteria" section contains four input fields: "From Date" and "Thru Date" (both with calendar icons and "mm/dd/yyyy" placeholder text), "PA Status" (a dropdown menu with "Select All" selected), and "Sort by" (a dropdown menu with "PA Number" selected). At the bottom of the search area are two buttons: "SEARCH" and "CLEAR".

Field/Link Name	Description
Help	Take the user to a brief search overview.
My Profile	Takes to the user to their home page.
My Applications	Takes the user to a list of applications they can access.
Logout	Exits the program
LAMedicaid.com	Takes the user to LA Medicaid Home page and displays the welcome screen.
PA Provider ID	A unique 7-digit identifier that is specific to the provider who is requesting prior authorization.
PA Number	Automatically-generated number used to identify prior authorizations.
SSN	The recipient's social security number.
Recipient ID	A unique identifier that is specific to a particular recipient.
Recipient Name	The name of the individual receiving the services.
PA Type	Allows users to select which PA Type to search by.
From Date	Beginning date for the search range. This is a required field.
Thru Date	End date for the search range. This is a required field.
PA Status	Indicates the status of a prior authorization. Selections include: PA not required, Procedure code is non-payable (PAC 820), Approved, Denied, Required Review, Rejected due to invalid data or Select All. The default is Select All.
Sort by	Indicates the order in which results are displayed. Select from the drop-down list: PA Type, Recipient ID, Type, Status, From Date, Thru Date, or Submit Date. The default is PA Type.
Search Button	Performs the search using the selected criteria.
Clear Button	Clears all data previously entered into all fields. Use should be limited to whenever the user wants to start a fresh search.

If there are any problems with input, a list of errors that need to be corrected before the Search can continue will appear on screen.

The following errors occurred, please correct and resubmit:

- Service From Date Required
- Service Thru Date Required

TIP: When possible, enter at least one search criteria from the “Search Criteria” section to get fewer, more specific search results. If you do not have the data needed to limit the search and an extremely large number of results are expected, then perform the search near the end of the business day or late in the evening to help prevent server problems.

All records matching the search criteria are displayed at the bottom of the page.

Total Records: 8

PA # ▲	Recipient ID	PA Type	Status	From Date	Thru Date	Submit Date
407657057	4794000029000	Inpatient	Deny	03/13/2014	03/12/2015	03/17/2014
407957051	1884012924800	Inpatient	Deny	12/29/2013	02/06/2014	03/20/2014
409257035	1209306240100	Inpatient	Deny	04/01/2014	07/01/2014	04/02/2014
415657002	0342411134240	Inpatient	Deny	05/29/2014	05/29/2015	06/05/2014
415757002	9000000000000	Inpatient	Deny	06/03/2014	09/03/2014	06/06/2014
425457005	1503002992000	Inpatient	Approve	06/16/2014	06/21/2014	09/11/2014
500857002	1884011348000	Inpatient	Deny	04/24/2014	04/25/2014	01/08/2015
522257023	9000000000000	Inpatient	Deny	08/01/2015	06/30/2016	08/10/2015

1 of 1
[\[First Page\]](#) [\[Prev Page\]](#) [\[Next Page\]](#) [\[Last Page\]](#)

Field/Link Name	Description
PA #	The Prior Authorization Number returned in the search results listing.
Recipient ID	The Recipient ID returned in the search results listing.
PA Type	The PA Type returned in the search results listing.
Status	The PA Status returned in the search results listing.
From Date	Beginning date returned in the search results listing.
Thru Date	Ending date returned in the search results listing.
Submit Date	The date the PA Request was received and entered into the system.

Click on any PA number link in the list to view its details.

PA # ▲	Recipient ID	PA Type	Status	From Date	Thru Date	Submit Date
407657057	4794000029000	Inpatient	Deny	03/13/2014	03/12/2015	03/17/2014

You can choose to sort the search results by PA#, Recipient ID, PA Type, From Date, Thru Date, and Submit Date using the column headings.

Only ten search results per page are displayed. If a search returns more than one page of matches, you can switch between pages using the **First Page**, **Previous Page**, **Next Page**, and **Last Page** links at the bottom of the page.

Clicking on the PA number link displays the **PA Request** page, which is the individual PA record for that particular PA number.

NOTE: Text cannot be entered into fields on this page. They are for display only.

PA Request PRINT

PA Number: 054191728

PA Type: Case Management

PA Provider ID: 1479659

PA Provider Name: ABC CASE MANAGEMENT

Case Mgmt ID:

Case Mgmt Name:

SSN: 436569784

Recipient ID: 8502176725753 Recipient Name: CURLISS P CLARK

Date Submitted: 02/04/2014

PA Status: Approve

DIAGNOSIS CODE

	DX10	DX9	Description
Primary			Diagnosis Code Unavailable
Secondary			

SERVICE DATES

From: 01/01/2014 Thru: 07/31/2014

PRESCRIBING PROVIDER DATA

Physician Name: Physician Number:

SERVICE LEVEL DATA

Line #	Procedure Code	Modifiers	Description	Requested Units	Requested Amount
1	Z0195	00 00		1	0.00
2	Z0195	00 00		1	0.00
3	Z0195	00 00		1	0.00
4	Z0195	00 00		1	0.00
5	Z0195	00 00		1	0.00
6	Z0195	00 00		1	0.00
7	Z0195	00 00		1	0.00
8					
9					
10					
11					
12					

Field Name	Description
PA Number	Automatically-generated number identifying the prior authorization.
PA Type	Type of prior authorization.
PA Provider ID	Uniquely identifies the provider requesting prior authorization.
PA Provider Name	Name of the provider requesting prior authorization.
Case Mgmt ID	ID number associated with a specific case manager.
Case Mgmt Name	Name of the case manager for this prior authorization.
SSN	Recipient Social Security Number.
Recipient ID	A unique identifier that is specific to a particular recipient.
Recipient Name	The name of the individual receiving the services requested in the prior authorization.
Date Submitted	The date the PA Request was received and entered into the system.
PA Status	The status of the PA Request.
Primary Diagnosis Code	The primary diagnosis code(s) related to the service requiring prior authorization and description (includes DX10/DX9)
Secondary Diagnosis Code	The primary diagnosis code(s) related to the service requiring prior authorization and description (includes DX10/DX9)
Service Date From	The beginning date of service(s) provided.
Service Date Thru	The ending date of service(s) provided.
Physician Name	The name of the referring physician.
Physician Number	The unique identifier for a particular referring physician.
Procedure Code	The procedure code for which prior approval is being requested.
Modifiers	Adds additional information regarding services. For example, identifies which tooth is involved for a dental procedure.
Description	The description of the procedure code.
Requested Units	Number of units requested for a service.
Requested Amounts	Dollar amount requested for a service.