



# Louisiana Medicaid Management Information System (LMMIS)

## SMO Applications User Manual

Date Created: 04/06/2017  
Date Modified: 06/06/2023

Prepared By  
Technical Communications Group

## Copyright and Disclosure Statement

<https://gainwelltechnologies.com/copyright/>

Exercise caution to ensure the use of this information and/or software material complies with the laws, rules, and regulations of the jurisdictions with the respect to which it is used. The information contained herein is subject to change without notice upon LDH approval. Revisions may be issued to advise of such changes and/or additions.

All rights reserved. This document may be copied.

**PROJECT INFORMATION**

<b>Document Title</b>	Louisiana Medicaid Management Information System (LMMIS) – SMO Application User Manual		
<b>Author</b>	Technical Communications Group, Gainwell Technologies LMMIS QA		
	<b>Revision History</b>		
<b>Date</b>	<b>Description of Change</b>	<b>LIFT</b>	<b>By</b>
03/06/2017	Created User Manual draft – all screenshots to be replaced as needed	n/a	R. Sheehan
04/07/2017	Update screenshots and finished manual draft		T. Tate
08/08/2018	Updated as per LAMedicaid Secure Redesign	10733	J. Lavigne
12/03/2018	Updated as per DXC Rebranding LIFT	11467	J. Lavigne
07/16/2020	Updated screenshots for LAMedicaid Unsecure Redesign	11689	J. Lavigne
11/12/2020	Updated document as per Gainwell Rebrand.	12081	J. Lavigne
06/06/2023	Updated document to change support email address.	N/A	J. Lavigne

## TABLE OF CONTENTS

<b>1.0</b>	<b>OVERVIEW .....</b>	<b>1</b>
<b>2.0</b>	<b>ACCESSING THE APPLICATION.....</b>	<b>2</b>
<b>3.0</b>	<b>USING THE SMO APPLICATIONS .....</b>	<b>8</b>
<b>3.1</b>	<b>820 File Download.....</b>	<b>8</b>
<b>3.2</b>	<b>Provider Registry.....</b>	<b>11</b>
3.2.1	<i>Provider Registry Upload .....</i>	12
3.2.2	<i>Provider Registry Edit Error Reports .....</i>	14

## 1.0 OVERVIEW

The **SMO** Application has been developed for Louisiana Medicaid Providers to register their NPI(s) with Louisiana Medicaid. It provides secure Web-based tools for SMO Providers to access, download, and submit SMO related files. These applications are accessible to all SMO Providers who have a computer with Internet access using a recent version of either Netscape Navigator or Internet Explorer browser software. Providers must establish a valid online account with Louisiana Medicaid, complete with a valid Login ID and password, in order to access these Web-based applications.

There are 2 SMO applications available to Providers upon login:

- 820 File Download
- Provider Registry

**Note:** All screenshots containing PHI have been blurred for use in this manual.

The screenshot shows the Louisiana Medicaid SMO Applications web interface. At the top, there is a dark blue header with the text "LOUISIANA MEDICAID" in white. Below the header, a blue breadcrumb trail reads "You are here : Louisiana Medicaid > My Applications > SMO Applications". The main content area features the "gainwell SMO Applications" logo on the left and a "PRINT" button on the right. A sidebar on the left lists "Options" (820 File Download, File Upload, Edit Reports) and "My Account" (My Profile, My Applications, Logout, Help). The main content area displays the user's "Provider Id: 1209996" and "Provider Name: LDH MGMT/DXC TECH PBM STAFF". Below this, there is a list of applications: "820 File Download" and "Provider Registry", with "Provider Registry" expanded to show "SMO Provider Registry Upload" and "SMO Provider Registry Edit Error Reports".

## 2.0 ACCESSING THE APPLICATION

This section provides information on how to access the **SMO** 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.

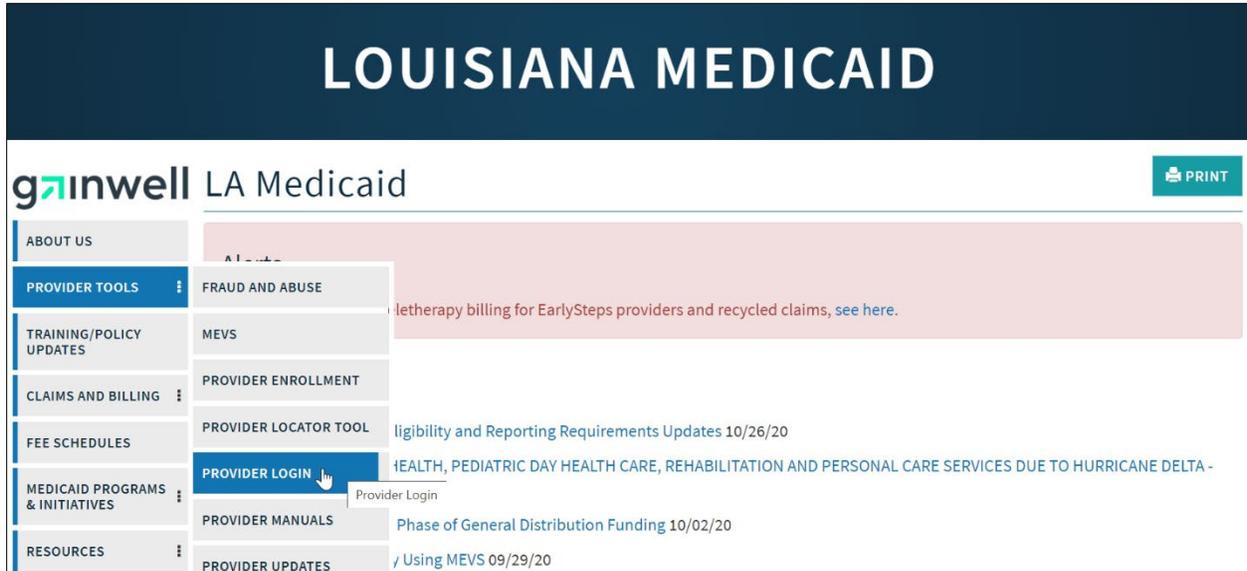
The Louisiana Department of Health (LDH) determines who is an authorized user defining all user access capabilities. Directions for establishing a valid online provider account are available on the Louisiana Medicaid website at [www.lamedicaid.com](http://www.lamedicaid.com) under the **Website Enrollment** 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](mailto:lamedicaid@gainwelltechnologies.com).

In order to access the **SMO** 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](http://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 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](#)

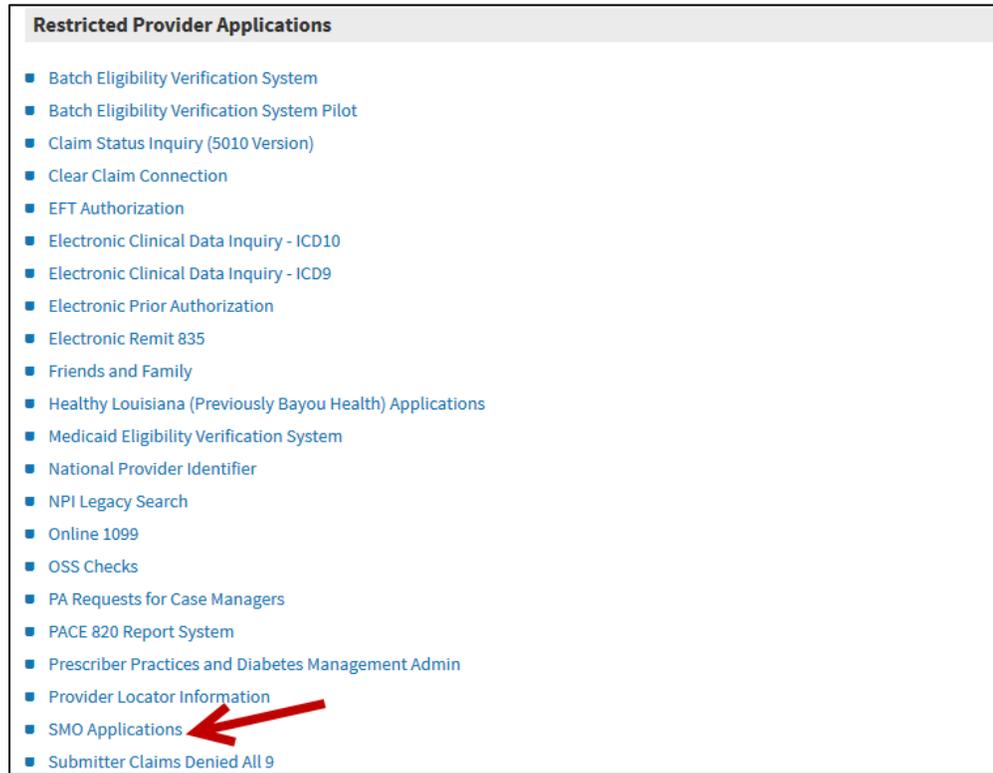
**Restricted Provider Applications**

- [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 **SMO Applications** 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.



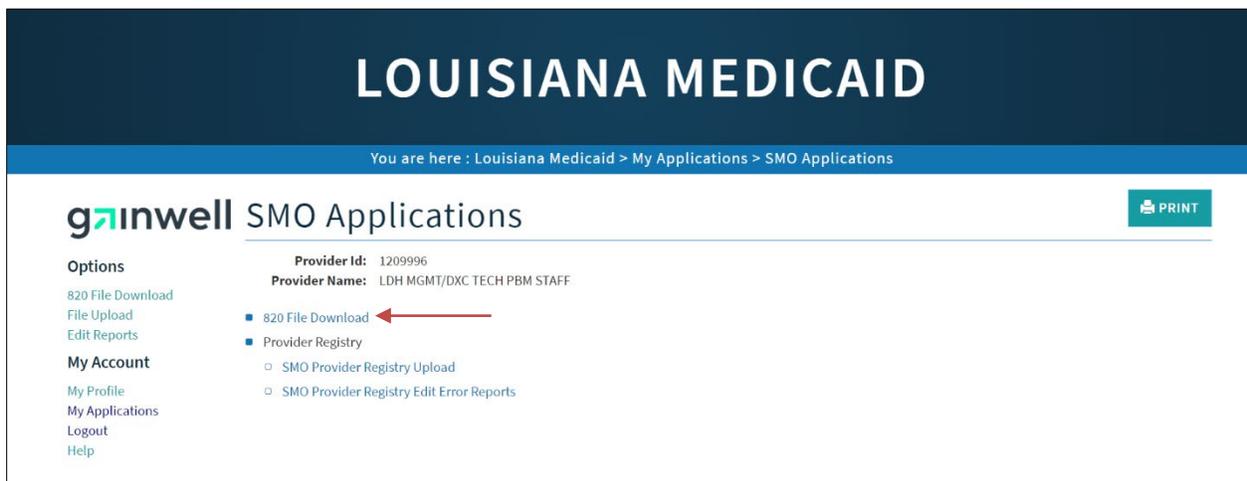
## 3.0 USING THE SMO APPLICATIONS

This section of the User Manual presents information on navigating through the SMO applications:

- 820 File Download
- Provider Registry

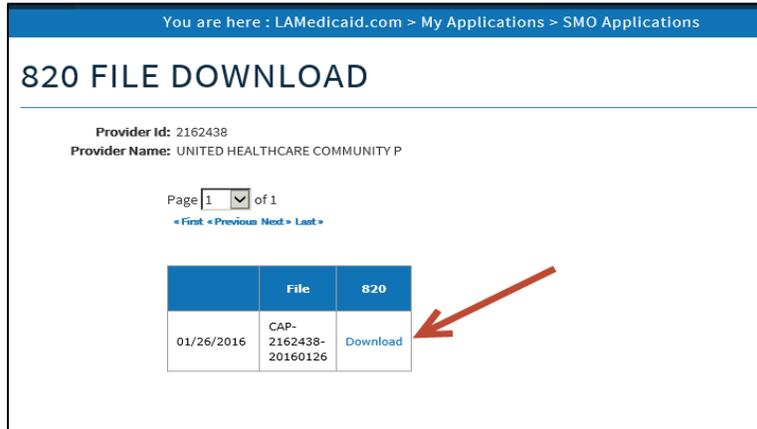
### 3.1 820 File Download

The 820 File Download application enables SMO Providers to view and download Provider Remittance Files in the HIPAA X12N 820 standard format. These files are updated on a monthly basis. To access the 820 File Download application, click **820 File Download** from the SMO Applications screen.

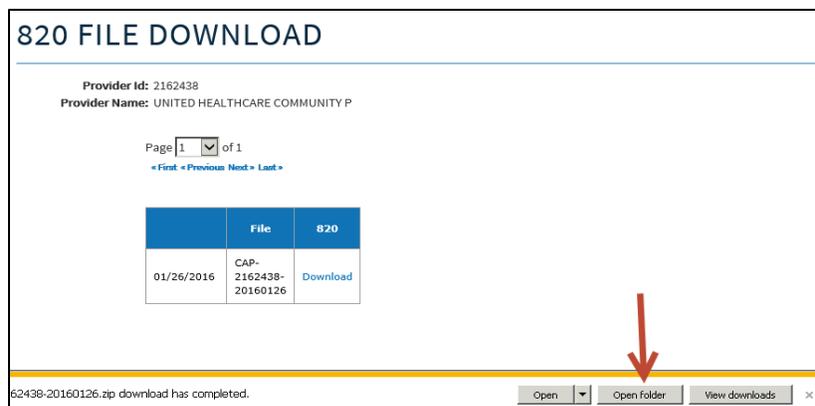
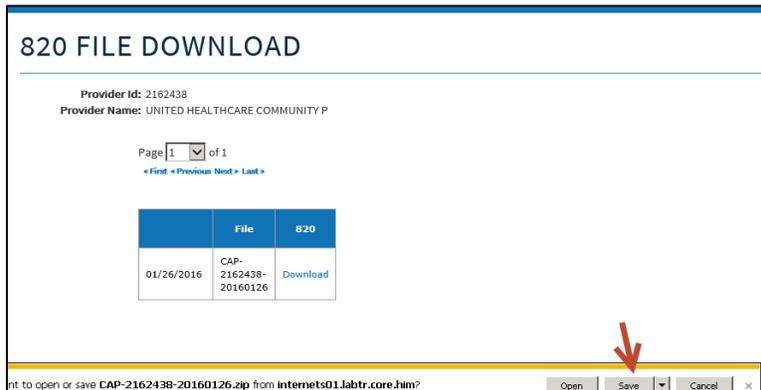


The 820 File Download screen displays Provider ID and Provider Name as well as the total number of available files for viewing/download. Users may navigate through pages of multiple records via the drop down box or links provided. The 820 files are listed in order by Remittance Date. To view/download a file, click the **Download** link located under the 820 column.

### SMO 820 File Download Screen

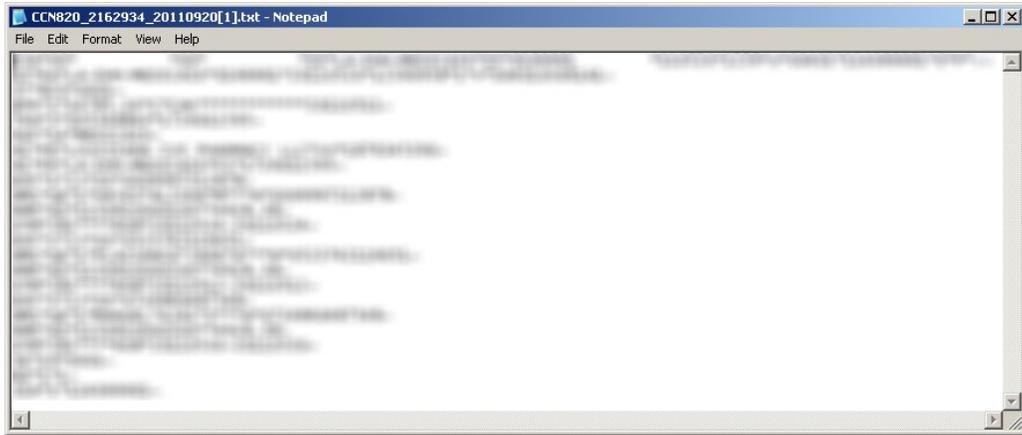


Click **Open** to view the 820 file or **Save** to save it to the computer.



The 820 file is displayed as a .txt file and opens in notepad.

**SMO 820 File**



## 3.2 Provider Registry

The Provider Registry application enables SMO Providers to upload only their Provider Registry files, as well as view/download SMO Provider Registry Weekly Edit/Update Reports. Provider Registry files are updated on a weekly basis (Friday night before midnight).

### SMO Applications Screen

**LOUISIANA MEDICAID**

You are here : Louisiana Medicaid > My Applications > SMO Applications

**gainwell** SMO Applications PRINT

**Options**

- 820 File Download
- File Upload
- Edit Reports

**My Account**

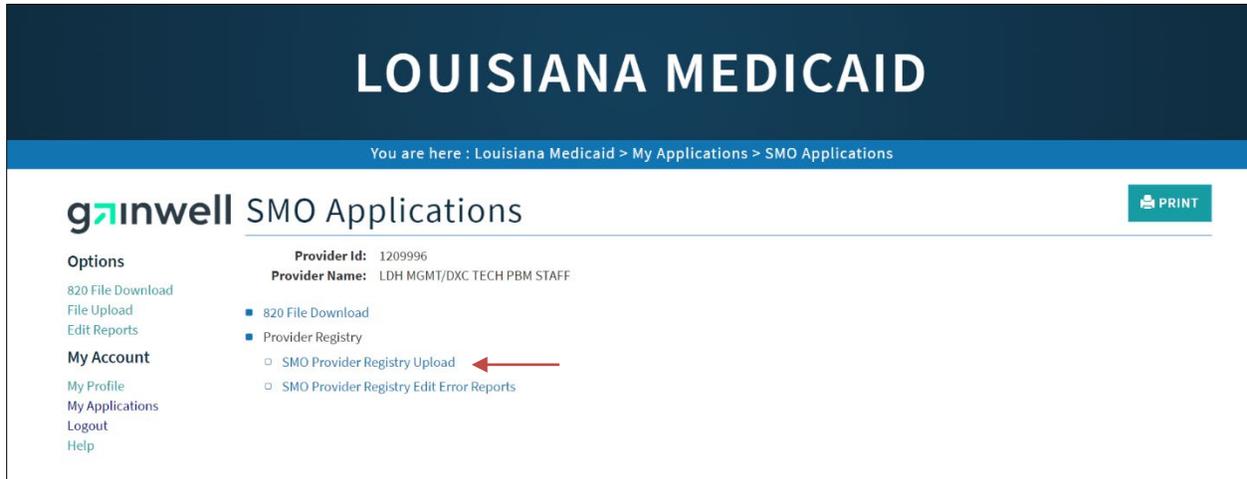
- My Profile
- My Applications
- Logout
- Help

**Provider Id:** 1209996  
**Provider Name:** LDH MGMT/DXC TECH PBM STAFF

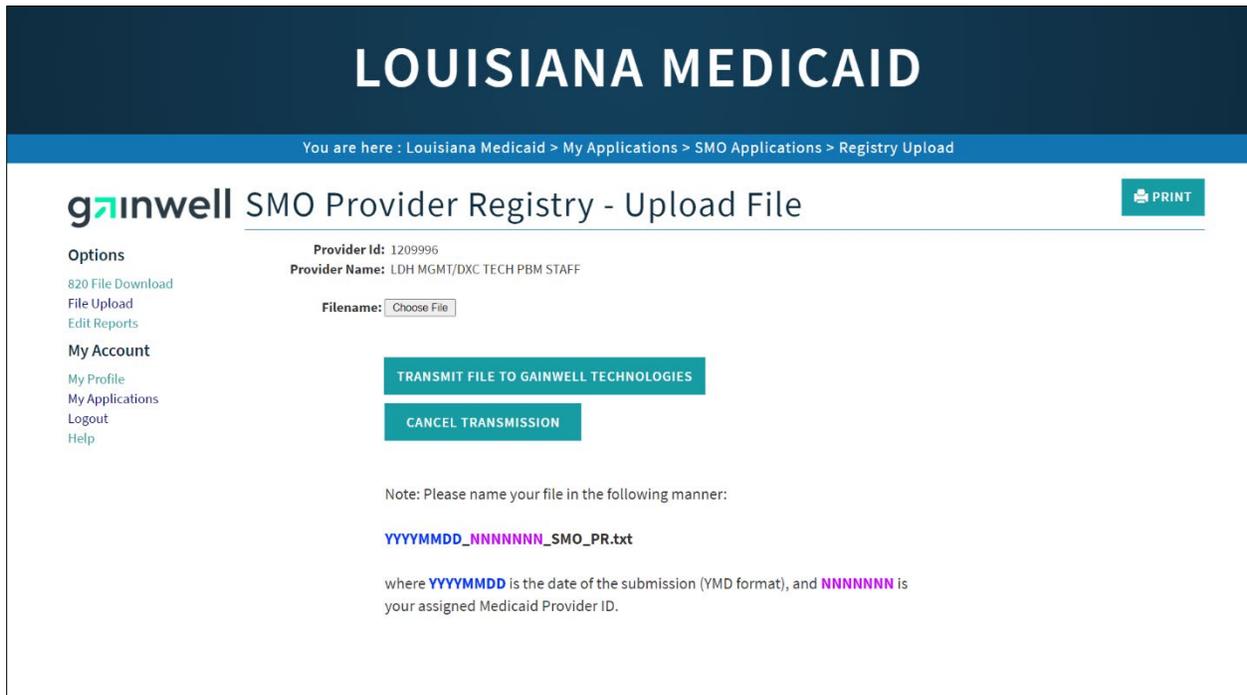
- 820 File Download
- Provider Registry
  - SMO Provider Registry Upload
  - SMO Provider Registry Edit Error Reports

### 3.2.1 Provider Registry Upload

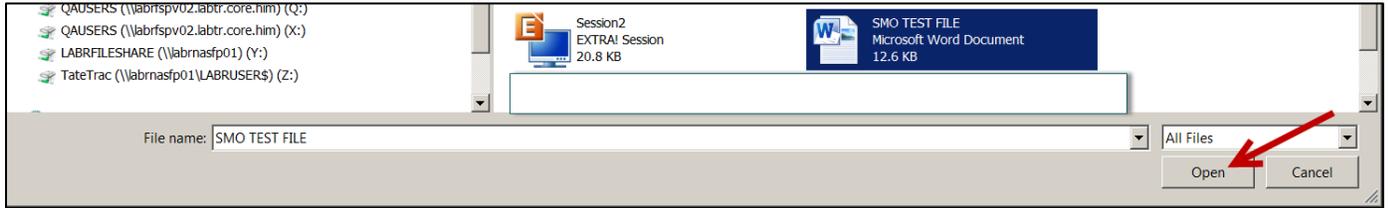
Users may upload a Provider Registry file to the server. To do this, select the SMO Provider Registry Upload link under the Provider Registry section.



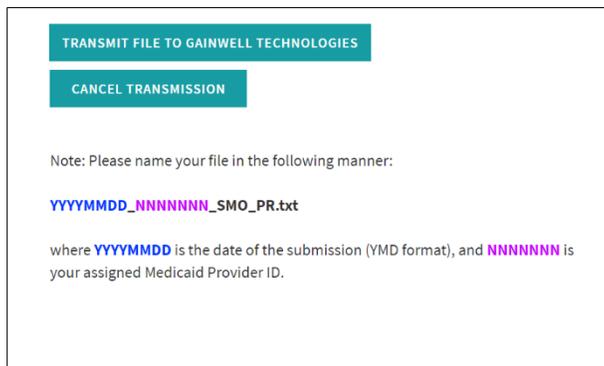
You can select the Choose File button to choose the file you'd like to add to the server.



Select the file from its destination and then press the Open button to upload the file to the server.



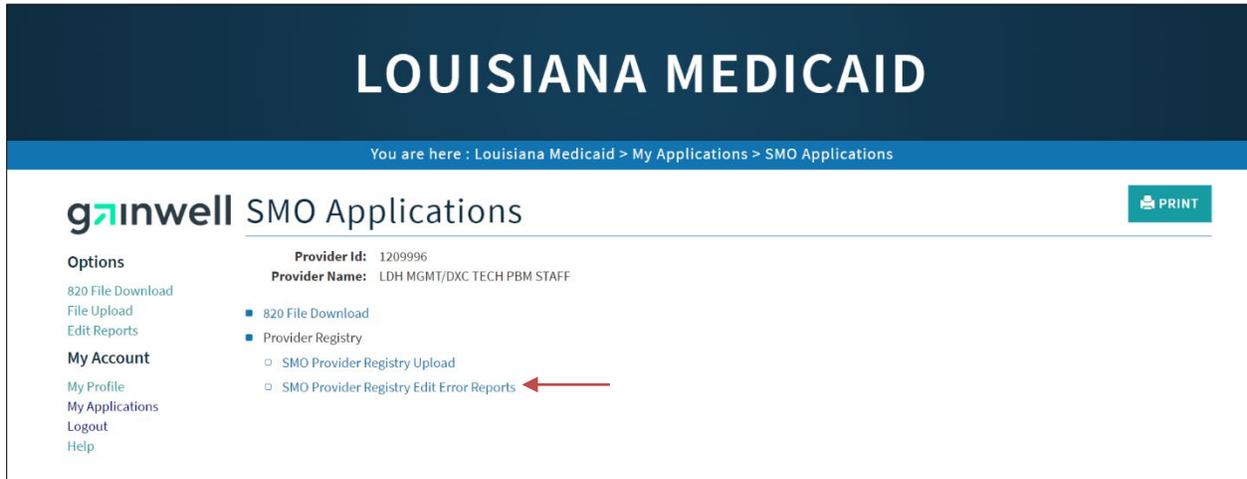
Once your file is uploaded, select the Transmit File to Gainwell Technologies button. If you would like to cancel the upload, simply select the Cancel Transmission button.



### 3.2.2 Provider Registry Edit Error Reports

Provider Registry also allows users to edit SMO Provider Registry Error Reports.

To access the SMO Provider Registry Edit Error Reports, select the link located under Provider Registry.

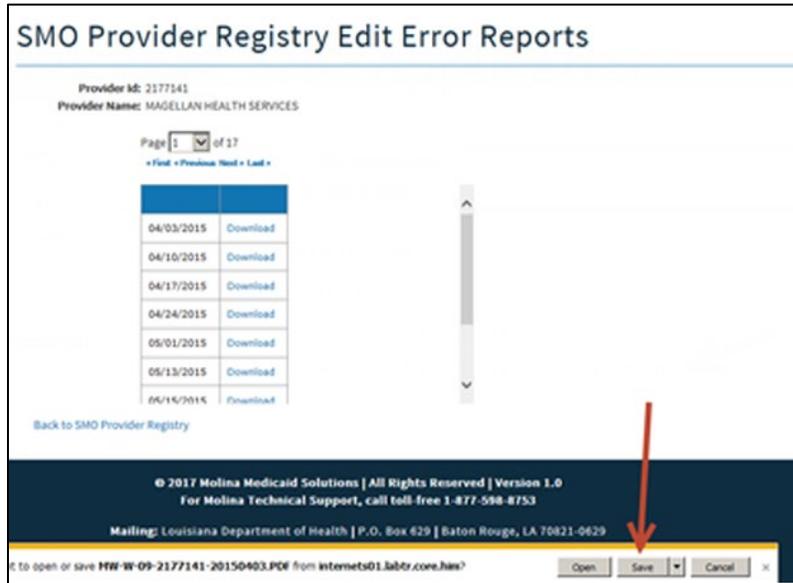


Once you select this link, a list of reports appears.



The reports are listed by date. Find the report you'd like to edit and select the corresponding **Download** link.

An option to Save or Open the report will appear.



A PDF of the report will open when selected, giving you the opportunity to edit the report.

Report: MW-W-09 RUN DATE: 20150403  
 State of Louisiana  
 Department of Health and Hospitals  
 Bureau of Health Services Financing  
 Statewide Management Organization  
 Report MW-W-09: Weekly Provider Registry Edit/Update Report  
 SMO\_ID=2177141

RECORD TYPE	PROV ID	NPI	NAME	TAXONOMY	ASSIGNED MEDICAID ID	ACC REJ	ERR1	ERR2	ERR3	ERR4	ERR5	ERR6	ERR7	ERR8	ERR9	ERR10
C	0000000	1568443927	ABINGTON MEML HOSP MAIN SITE	273R00000X	7160565	A	025	035	000	000	000	000	000	000	000	000
C	0000000	1811992084	ABINGTON MEML HOSP MAIN SITE	282N00000X	7160620	A	025	035	000	000	000	000	000	000	000	000
C	1528846	1487629804	NORMAN RSEDLANDER MSW	101YM0800X	7165001	A	035	000	000	000	000	000	000	000	000	000
C	1660841	1235211798	EDMOND XBERGERON PHD	103TP0016X	7140840	A	000	000	000	000	000	000	000	000	000	000
C	1905615	1922148162	SIDNEY KSMITH III MD	2084P0800X	7012116	A	000	000	000	000	000	000	000	000	000	000
C	1321567	1356328074	NAVIN PPATEL MBB	2084P0805X	7149065	A	000	000	000	000	000	000	000	000	000	000
N	1990876	1770609984	JUAN LABADIE MD	2084P0800X	7167322	A	000	000	000	000	000	000	000	000	000	000
C	1667099	1083626899	JERRY LSANDERS MD	2084P0800X	7013121	A	035	000	000	000	000	000	000	000	000	000
C	1653781	1922026392	LYDIA DLEDET MSW	1041C0700X	7147771	A	025	000	000	000	000	000	000	000	000	000
C	1409511	1245208131	MYRA DNOUSTENS MSW	101YM0800X	7140904	A	000	000	000	000	000	000	000	000	000	000
D	1438341	1255340832	MICHAEL DGAINES MSW	1041C0700X	7141005	A	000	000	000	000	000	000	000	000	000	000
C	1663760	1003897208	PATRICK TWHEAT MD	2084P0800X	7013333	A	000	000	000	000	000	000	000	000	000	000
N	1997846	1932210663	KEVIN WYOUNG MD	103T00000X	7167365	A	025	000	000	000	000	000	000	000	000	000
C	1167347	1477582526	LSU HLTHCR NTRWK	174400000X	7143784	A	000	000	000	000	000	000	000	000	000	000
C	1169269	1477582526	LSU HLTHCR NTRWK	193200000X	7143792	A	000	000	000	000	000	000	000	000	000	000
C	1945846	1477582526	LSU HLTHCR NTRWK	261QM1300X	7143806	A	000	000	000	000	000	000	000	000	000	000
C	1444944	1477582526	LSU HLTHCR NTRWK	261QP2300X	7143814	A	000	000	000	000	000	000	000	000	000	000
N	1146579	1821020736	JAMES RLOGAN PHD	103T00000X	7167349	A	000	000	000	000	000	000	000	000	000	000
C	0000000	1891934998	SARAKAY JREID MED	101YA0400X	7147500	A	025	000	000	000	000	000	000	000	000	000
C	2185616	1366607509	REBECCA EBOMBET MSN	163WP0807X	7142303	A	000	000	000	000	000	000	000	000	000	000