



Louisiana Medicaid Management Information System (LMMIS)

Submitter Claims Denied All 9 User Manual

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PROJECT INFORMATION

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06/06/2023	Updated document to change support email address.	N/A	J. Lavigne

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1.0 OVERVIEW

The **Submitter Claims Denied All 9** application has been developed for Louisiana Medicaid Submitters to review electronic claims denied due to missing, incorrect or invalid NPI via Provider Login account.

The screenshot shows the Louisiana Medicaid web application interface. At the top, there is a dark blue header with the text "LOUISIANA MEDICAID" in white. Below this is a blue breadcrumb trail: "You are here : Louisiana Medicaid > My Applications > Submitter Claims Denied All 9". The main content area has a white background with the "gainwell" logo on the left and the title "Submitter Claims Denied All9" in the center. A "PRINT" button is visible in the top right corner. On the left side, there is a "My Account" menu with links for "My Profile", "My Applications", "Logout", and "Help". The main content area contains a section labeled "** ADMINISTRATOR ONLY **" with a dropdown menu for "Select Provider to Display Listings:" set to "4500013". Below this is a table with columns for "Date", "Records", and "Download File".

Date	Records	Download File
20200413	35	Download File
20200421	4	Download File
20200428	43	Download File
20200505	2	Download File
20200519	4	Download File
20200526	21	Download File
20200602	11	Download File
20200609	5	Download File

Note: The system replaces a missing, incorrect, or invalid NPI with “All 9’s” for ease of data collection; hence the phrase “Submitter Claims Denied All9.”

2.0 ACCESSING THE APPLICATION

This section provides information on how to access the Submitter Claims Denied All 9 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.

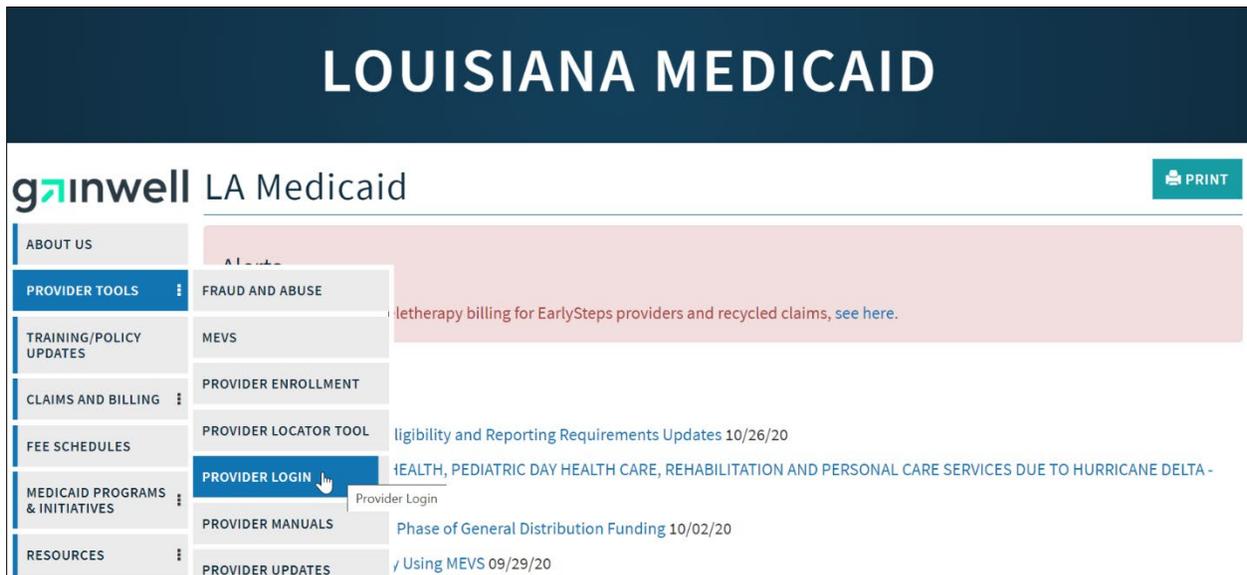
The Louisiana Department of Health (LDH) determines who is an authorized user defining all user access capabilities. Directions for establishing a valid online provider account are available on the Louisiana Medicaid website at www.lamedicaid.com under the **Website Enrollment** link located under **Provider 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 **Submitter Claims Denied All 9** 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



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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.**

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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

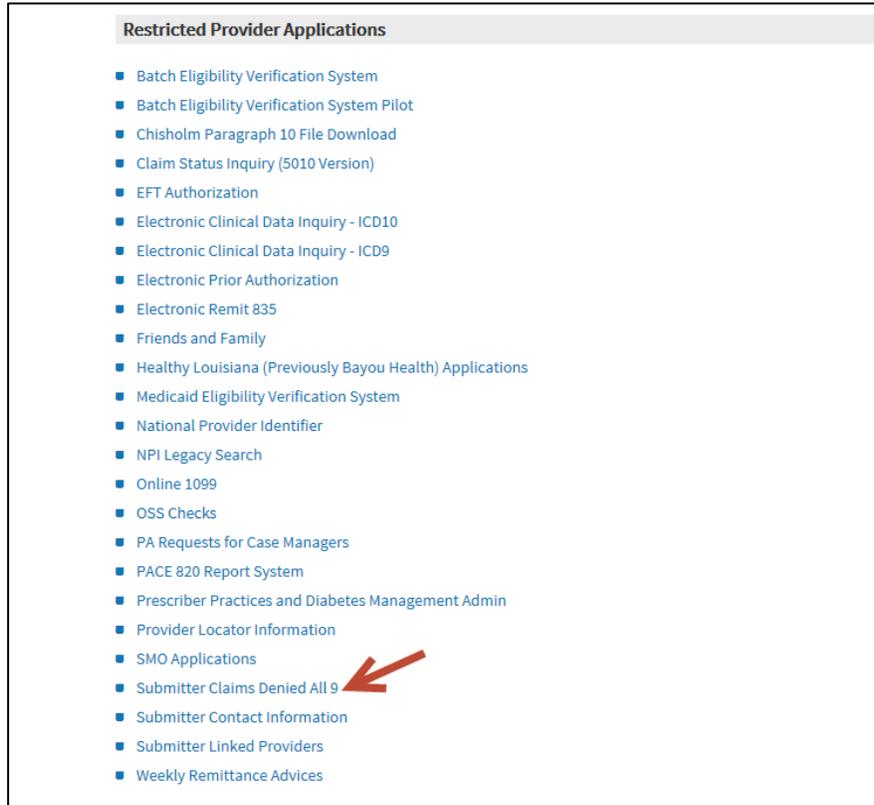
Claim Check

- 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 **Submitter Claims Denied All 9** 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.

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.



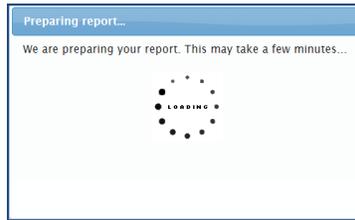
The **Submitter Claims Denied All 9** application has been developed for claims Submitters to view claims denied due to missing, incorrect, or invalid NPI entries. It enables users to download a spreadsheet of the claims denied because of an NPI error.

The screenshot shows the Louisiana Medicaid application interface. At the top, there is a dark blue header with the text "LOUISIANA MEDICAID" in white. Below this is a blue breadcrumb trail: "You are here : Louisiana Medicaid > My Applications > Submitter Claims Denied All 9". The main content area has a white background with the "gainwell" logo on the left and the title "Submitter Claims Denied All9" in the center. A "PRINT" button is located in the top right corner. On the left side, there is a "My Account" menu with links for "My Profile", "My Applications", "Logout", and "Help". The main content area contains a section labeled "** ADMINISTRATOR ONLY **" with a dropdown menu for "Select Provider to Display Listings:" set to "4500013". Below this is a table with columns "Date", "Records", and "Download File".

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20200421	4	Download File
20200428	43	Download File
20200505	2	Download File
20200519	4	Download File
20200526	21	Download File
20200602	11	Download File
20200609	5	Download File

The spreadsheets are sorted by date, earliest first. Find the date of concern. The number of denied records in the spreadsheet is displayed in the middle column. Click on the **Download File** link in the table that corresponds with the date of interest.

A notice similar to the one shown below may be displayed briefly in the center of your screen:



A bar similar to the one shown below will be displayed at the bottom of the screen:



Click on the **Open** button to view the spreadsheet immediately. The spreadsheet will open in your default spreadsheet software (usually MS Excel).

Click on the **Save** button to store the spreadsheet on your local computer's hard drive. The Save button will change to an **Open Folder** button. Click it see the file in the local computer's Downloads folder.

The down arrow to the right of the **Save** button provides two other options, "Save as" and "Save and open".

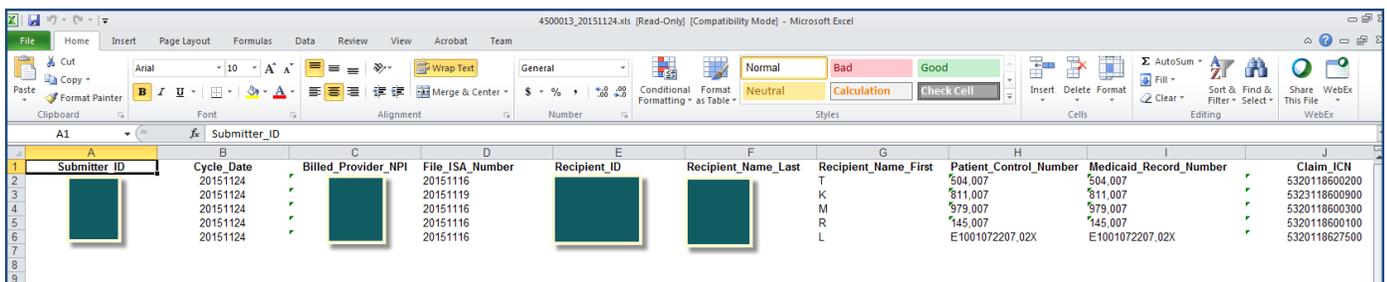


"Save as" enables you to save the file in a directory of your choosing (instead of the Downloads directory).

"Save and open" saves the file in the Downloads directory and opens in it your default spreadsheet software.

The **Cancel** button clears the download bar from the bottom of the screen.

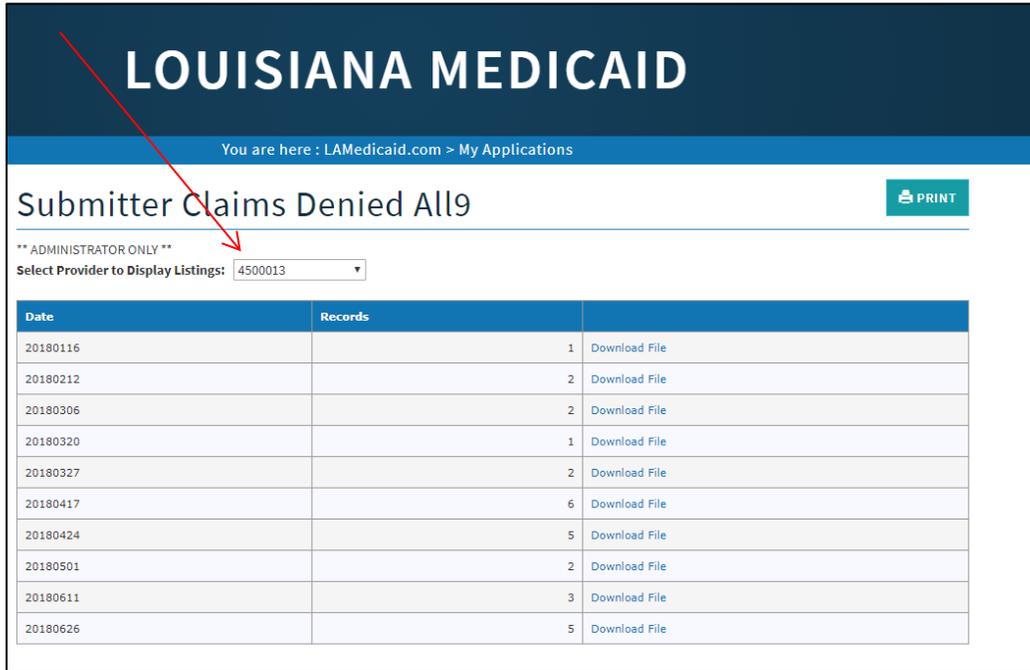
The report will be similar to the one shown below (without the sensitive data omitted).

A screenshot of a Microsoft Excel spreadsheet. The title bar shows the file name "4500013_20151124.xls [Read-Only] [Compatibility Mode] - Microsoft Excel". The ribbon includes File, Home, Insert, Page Layout, Formulas, Data, Review, View, Acrobat, and Team. The spreadsheet data is as follows:

Submitter ID	Cycle Date	Billed Provider NPI	File ISA Number	Recipient ID	Recipient Name Last	Recipient Name First	Patient Control Number	Medicaid Record Number	Claim ICN
	20151124		20151116		T	504,007	504,007		5320118600200
	20151124		20151119		K	811,007	811,007		5323118600900
	20151124		20151116		M	979,007	979,007		5320118600300
	20151124		20151116		R	145,007	145,007		5320118600100
	20151124		20151116		L	E1001072207.02X	E1001072207.02X		5320118627500

4.0 ADMINISTRATOR

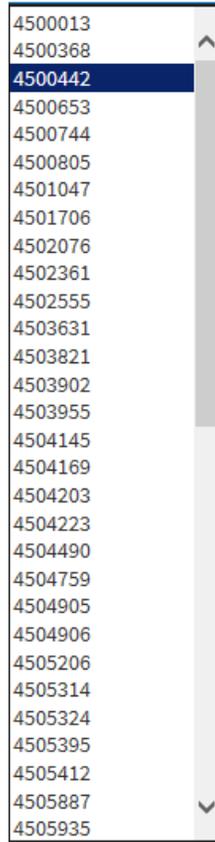
An administrative user has an additional feature, the **Select Provider to Display Listings** drop down box.



The screenshot shows the Louisiana Medicaid website interface. At the top, it says "LOUISIANA MEDICAID" and "You are here : LAMedicaid.com > My Applications". The main heading is "Submitter Claims Denied All9" with a "PRINT" button to the right. Below the heading, there is a section labeled "** ADMINISTRATOR ONLY **" containing a dropdown menu "Select Provider to Display Listings:" with the value "4500013" selected. A red arrow points to this dropdown menu. Below the dropdown is a table with columns "Date", "Records", and "Download File".

Date	Records	Download File
20180116	1	Download File
20180212	2	Download File
20180306	2	Download File
20180320	1	Download File
20180327	2	Download File
20180417	6	Download File
20180424	5	Download File
20180501	2	Download File
20180611	3	Download File
20180626	5	Download File

The administrative user clicks on the down arrow to the right of the drop down box to reveal the list of provider numbers, similar to that shown below:



Click on the provider number to view the table with the results for the specified provider. Use of the software then proceeds as shown in section 3.0.