



Louisiana Medicaid Management Information System (LMMIS)

Weekly Remittance Advices User Manual

Date Created: 03/16/2017
Date Modified: 06/06/2023

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PROJECT INFORMATION

Document Title	Louisiana Medicaid Management Information System (LMMIS) - Weekly Remittance Advices User Manual		
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	Revision History		
Date	Description of Change	LIFT	By
03/16/2017	Initial draft		T. Tate
04/03/2017	Draft update to Lamedicaid standard manual		T. Tate
08/09/2018	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

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1.0 OVERVIEW

The Weekly Remittance Advices application has been developed for Louisiana Medicaid Providers to access RAs via Provider Login account.

The screenshot shows the 'LOUISIANA MEDICAID' portal. At the top, a dark blue header contains the title 'LOUISIANA MEDICAID' in white. Below it, a blue breadcrumb trail reads 'You are here : Louisiana Medicaid > My Applications > Weekly Remittance Advices'. The main content area has a white background with the 'gainwell' logo on the left and the title 'Remittance Advice File Download' in the center. A 'PRINT' button is in the top right. On the left, there are navigation links: 'Options', 'Remittance Advice Message', 'My Account', 'My Profile', 'My Applications', 'Logout', and 'Help'. The 'Admin Portal' link is highlighted in red. The main content area contains a message: 'Welcome to the Remittance Advice Portal. In order to view a Remittance Advice, you must enter the provider's check digit id (7 digits) in the field below. Click VIEW to proceed.' Below this is a form with 'Provider Id:' followed by a text input field containing '1209996' and a teal 'VIEW' button. At the bottom, a dark blue footer contains copyright information: '© 2020 Gainwell Technologies | All Rights Reserved | Version 1.0' and contact details for Gainwell Technologies Technical Support, Louisiana Department of Health, and Medicaid Customer Service.

2.0 ACCESSING THE APPLICATION

This section provides information on how to access the **Weekly Remittance Advices** 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.

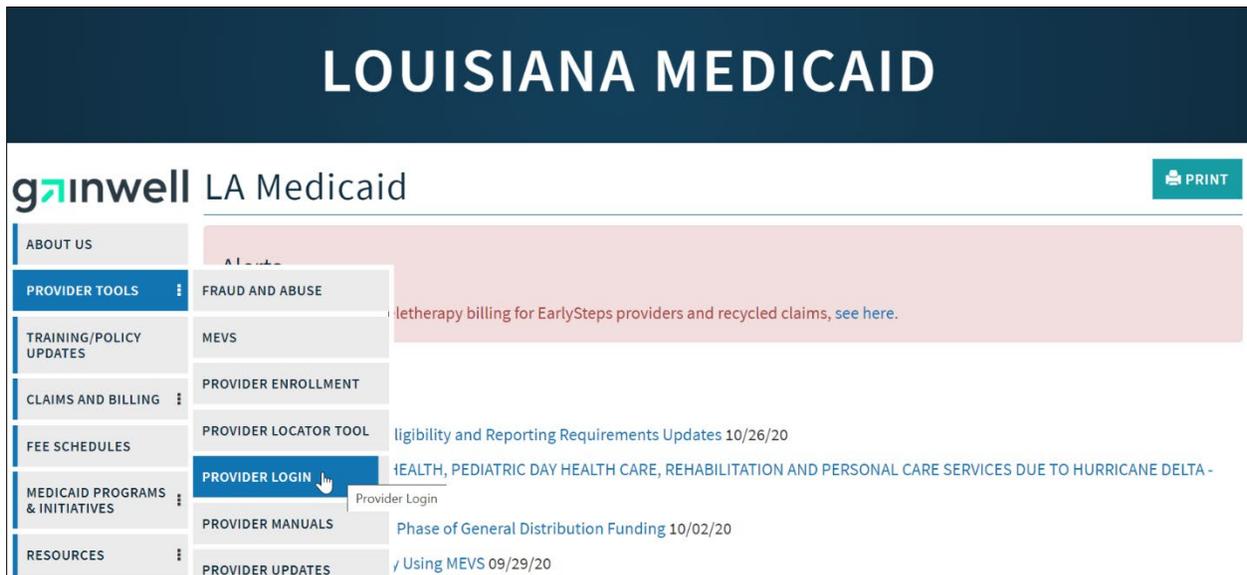
The Louisiana Department of Health (LDH) determines who is an authorized user defining all user access capabilities. Directions for establishing a valid online provider account are available on the Louisiana Medicaid website at www.lamedicaid.com under the **Website Enrollment** link located under **Provider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

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 \(5010 Version\)](#)
- [Clear Claim Connection](#)
- [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](#)



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

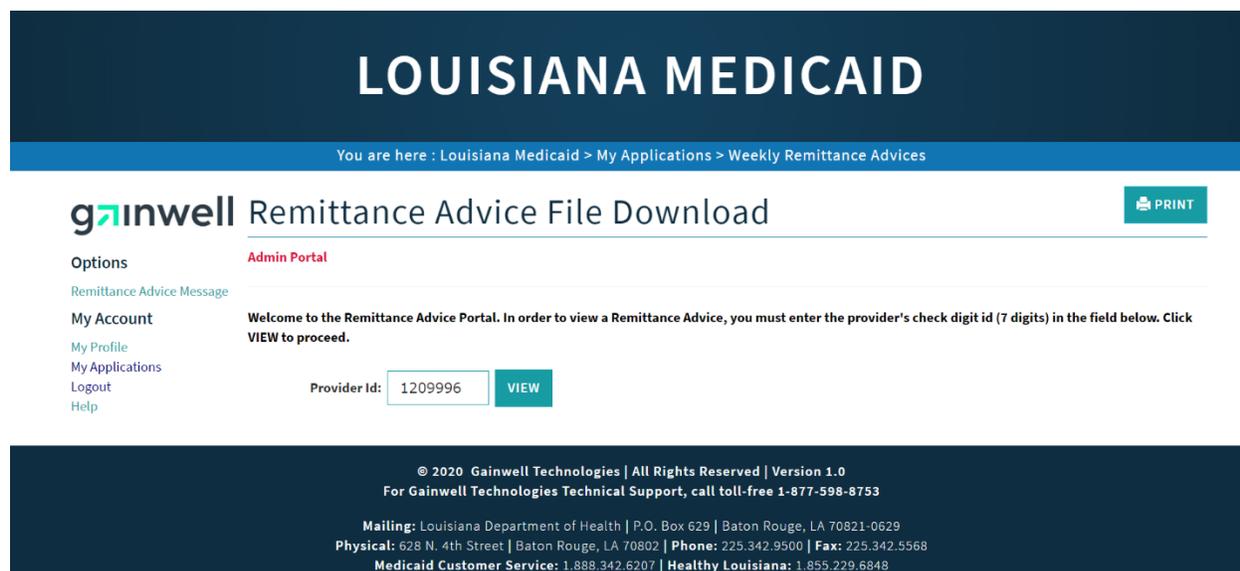
Please note that with the new redesign, backwards navigation throughout any application can be done by clicking on the breadcrumb trail located on the blue ribbon at the top of any screen.

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

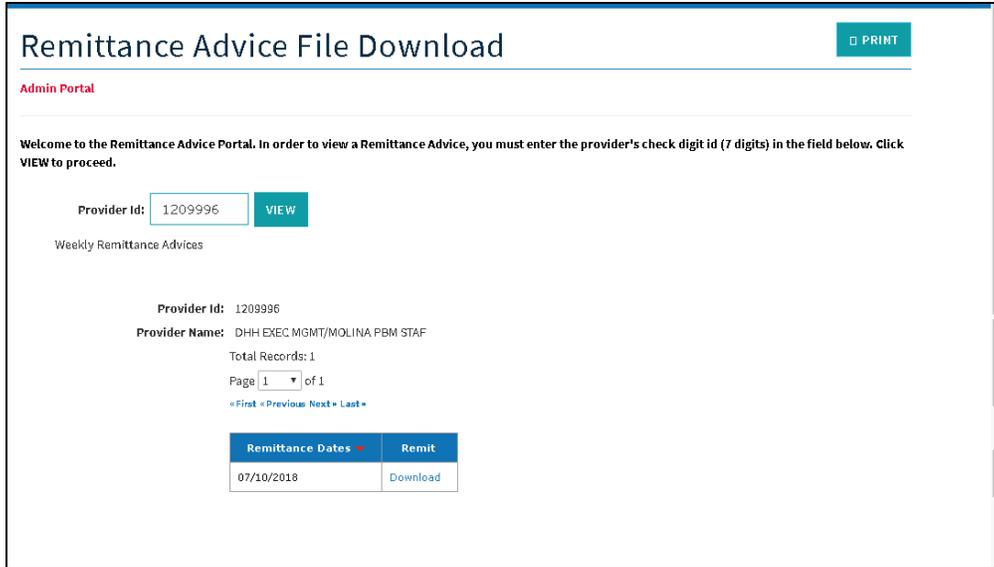


The **Weekly Remittance Advices** Application has been developed for Louisiana Medicaid Providers to register their NPI(s) with Louisiana Medicaid. It lists the last five remittance advices for downloading, and alerts and changes to providers' prescribed applications and policy updates.

Once you have selected the Weekly Remittance Advices link, you will be presented with the last five weekly remittance advices. Click on the *Download* link in the Remit column across from date of the Remit you want to save or view.



After you select View the download list appears.



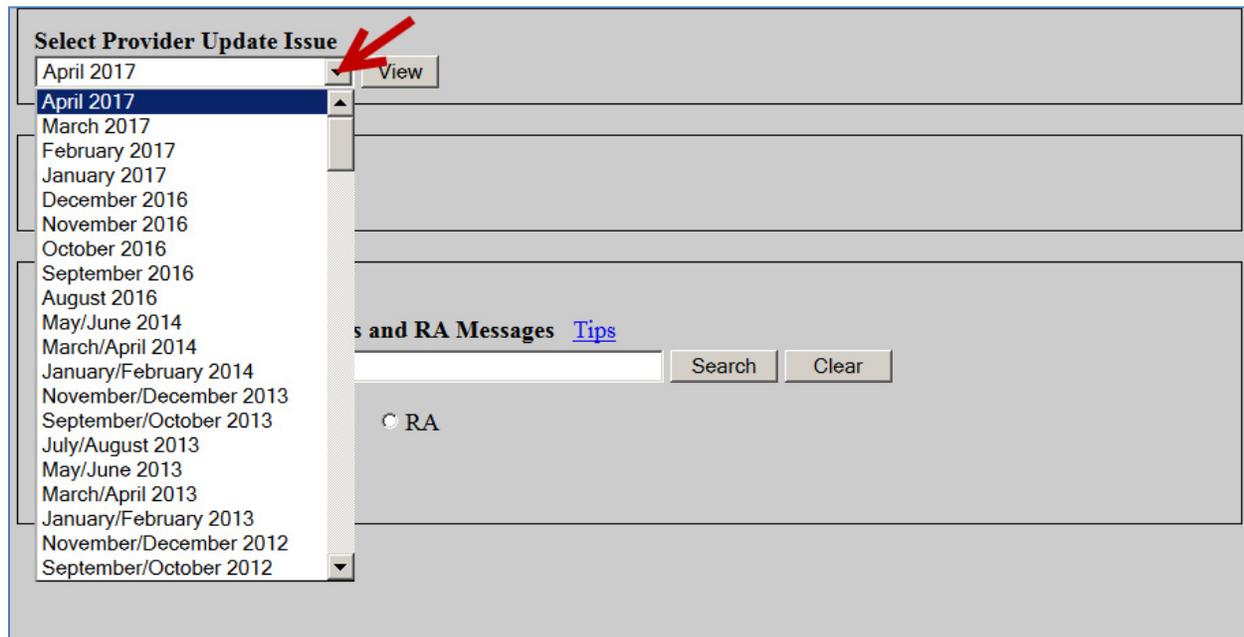
Additionally, on this page you can select the *Remittance Advice Message* link, which will bring you directly to the RA search page; the RA User Manual, which will lead you to an FAQ document, or you can use the Main Menu link to bring you back to the home page menu.

3.1 Remittance Advice Message Search Page

Once you select the Remittance Advice Message link, you will be directed to the RA search page.



To search for a Provider Update Issue, select the drop down menu to choose the corresponding month.



When you select the month, a PDF for Louisiana Medicaid’s Provider Update will appear:

Louisiana
Medicaid

Provider UPDATE

Volume 32, Issue 8 | March 2017

Medication Adherence in Patients with Hypertension

Melissa Dear, RPh
Office of Outcomes Research and Evaluation
School of Pharmacy
University of Louisiana at Monroe

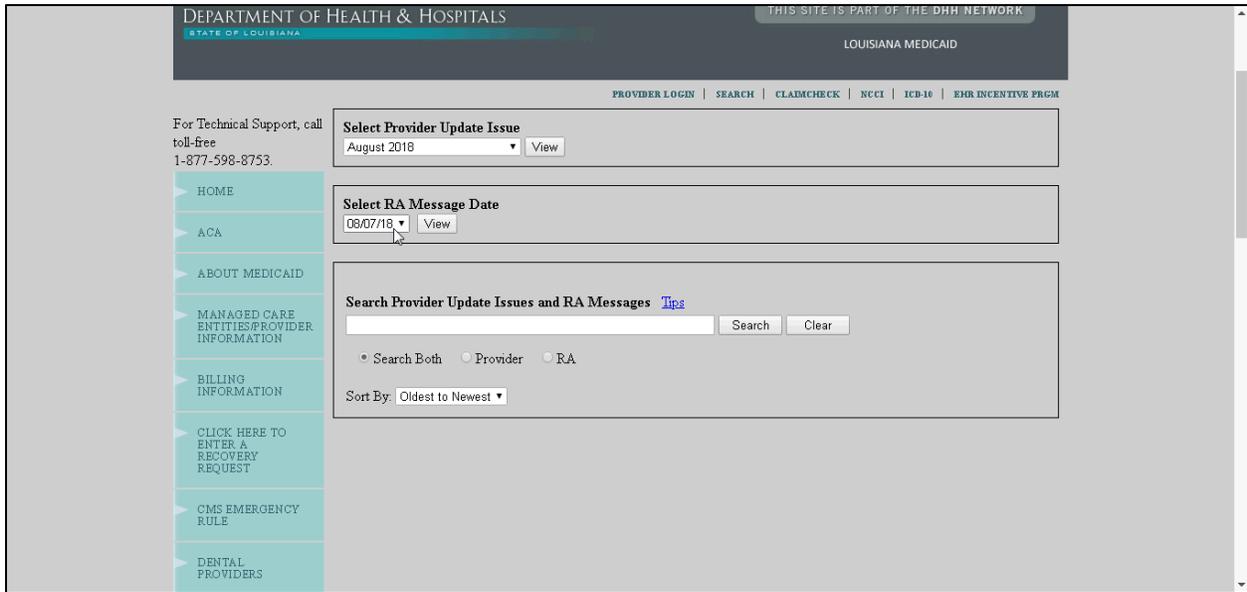
Medication adherence refers to whether a patient takes their medications as prescribed, as well as whether they continue to take a prescribed medication. (See Table 1.) Medication non-adherence is a critical issue in healthcare today, as studies have shown that it is common and is associated with adverse outcomes as well as increased healthcare costs. Around 20% to 30% of medication prescriptions are never filled, and prescriptions are not taken for the prescribed duration about 50% of the time. Each year in the United States, medication non-adherence accounts for 125,000 deaths and 11% of hospitalizations.

Non-adherence can be especially harmful as it relates to the treatment of chronic conditions such as hypertension. Hypertension is one of the leading causes of heart disease and stroke. Approximately one in every three U.S. adults, about 75 million people, has hypertension, which contributes to approximately 1,000 deaths per day. Only half of those diagnosed have their hypertension under control. Although taking antihypertensive medication as prescribed increases the odds of keeping blood pressure under control by 45% as compared to not taking them as prescribed, medication non-adherence in patients with hypertension is common. The nature of hypertension presents specific challenges for medication adherence. Many patients do not fully understand the definition, the causes, or the potential results of uncontrolled hypertension. Antihypertensive therapy often includes multiple medications and may result in

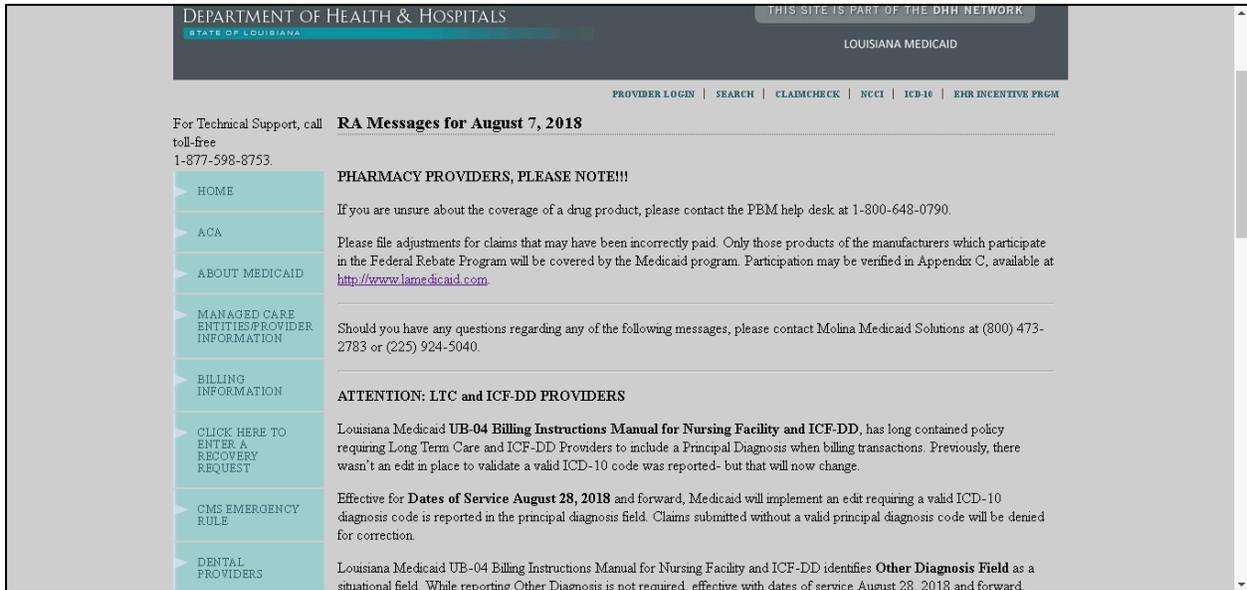
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To search for a Weekly RA message, select the drop down menu to choose the corresponding week.



The RA Messages for that week will open in a separate web page.



Alternatively, you can search Provider Update issues and/or RAs via the search field.

The screenshot shows a search interface with the following elements: a title "Search Provider Update Issues and RA Messages" with a "Tips" link; a search input field; "Search" and "Clear" buttons; radio buttons for "Search Both", "Provider", and "RA", with a red arrow pointing to the "RA" option; and a "Sort By" dropdown menu set to "Oldest to Newest".

Once you've selected your search criteria and entered the Search button, your results will appear:

The screenshot shows search results with the following elements: "Select Provider Update Issue" dropdown set to "March 2017" with a "View" button; "Select RA Message Date" dropdown set to "04/04/17" with a "View" button; a search input field containing "ACA"; "Search" and "Clear" buttons; radio buttons for "Search Both", "Provider", and "RA", with "Provider" selected; "Sort By" dropdown set to "Newest to Oldest"; two search results: "provider update 12 16.pdf" dated "11/29/2016" and "provider update 5 14.pdf" dated "03/31/2015", with a red arrow pointing to the first result; and a footer showing "Showing 1 to 2 of 2 results, sorted by Newest to Oldest" with pagination controls.

Selecting a hyperlink will bring you to the specific PDF of the Provider Update or web page of the RA Message.