



# Louisiana Medicaid Management Information System (LMMIS)

## Louisiana Medicaid Web Registration

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Prepared By  
Technical Communications Group

**PROJECT INFORMATION**

|                       |  |             |                                   |
|-----------------------|--|-------------|-----------------------------------|
| <b>Document Title</b> | Louisiana Medicaid Management Information System (LMMIS) –Provider Enrollment Portal Admin User Manual |             |                                   |
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## 1.0 Introduction

1. Many applications for Louisiana Medicaid providers are available at [lamedicaid.com](http://lamedicaid.com) (eCDI, eCSI, eMEVS, eRA, Provider Enrollment Portal). These applications require that providers establish an online account with [lamedicaid.com](http://lamedicaid.com).
2. What do you need to establish an online account with [lamedicaid.com](http://lamedicaid.com)?
  - A valid 7-digit Provider ID number assigned by Gainwell for registration on Lamedicaid.com.
  - A valid 10-digit National Provider Identifier (NPI).
    - If you are an Atypical Provider, then an NPI is **NOT** required.
  - An Internet account with an Internet Service Provider (not provided by LDH or Gainwell Technologies).
  - A valid e-mail address (not provided by LDH or Gainwell Technologies).
  - A non-mobile version of one of the following Web browsers that supports SSL with 128-bit encryption: Microsoft Edge, Mozilla Firefox, or Google Chrome.

## 2.0 Instructions for Establishing an Account on lamedicaid.com

**Note: Detailed instructions for the parts below follow on the next page.**

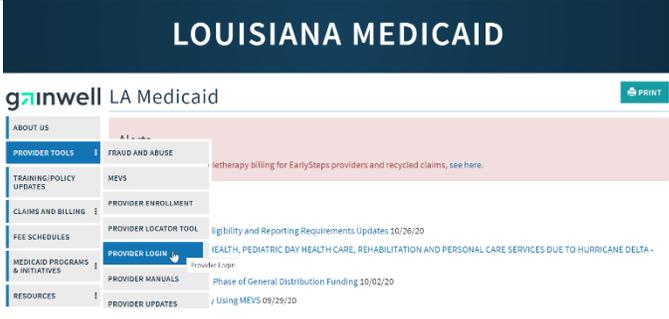
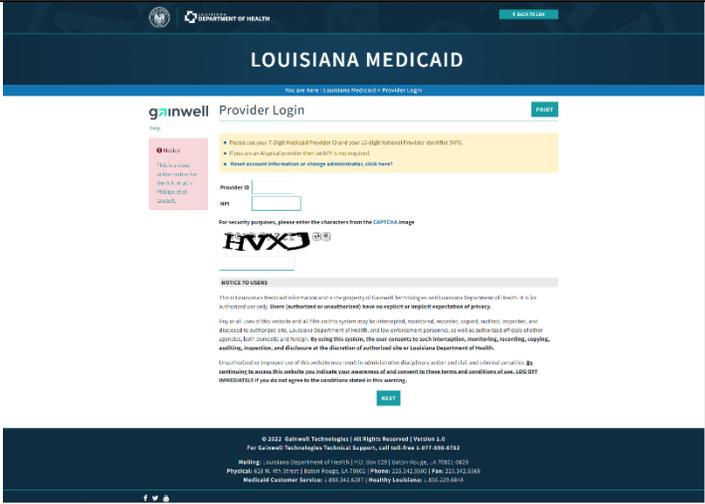
1. You create your own login ID by entering a valid 7-digit Provider ID number, 10-digit NPI (unless you are an Atypical Provider), and City/State/Zip currently on file with [lamedicaid.com](http://lamedicaid.com).
2. You are assigned a temporary password by Gainwell Technologies.
3. You create a permanent password for your account.
4. After 60 days of inactivity your account will be locked and you will have to contact the Help Desk to have it unlocked.

**Use the table below to record your Medicaid Provider ID, NPI (unless you are an Atypical Provider), Login ID, Security Questions and Answers, and Permanent Password:**

|   |  |
|---|--|
| <b>7-Digit Medicaid Provider ID Number:</b>                         |  |
| <b>10-Digit NPI Number (Not Applicable for Atypical Providers):</b> |  |
| <b>Login ID:</b>  |  |
| <b>3 Security Questions (answers):</b>                              |  |
| <b>Permanent Password:</b>  |  |

If you have any trouble with this process, please contact Gainwell Technologies Technical Support toll-free at **1-877-598-8753**.

## 2.1 Registration Verification/Request Enrollment

|   |   |
|---|---|
| <p><b>Step 1.</b></p> <p>Open your Web browser and go to <a href="http://www.lamedicaid.com">www.lamedicaid.com</a>.</p>  |  <p>The screenshot shows the Louisiana Medicaid website home page. At the top, there is a navigation bar with the Louisiana Department of Health logo and a 'BACK TO LDM' button. Below this is a large blue header with 'LOUISIANA MEDICAID' in white. The main content area features the 'gainwell LA Medicaid' logo and a 'PRINT' button. A sidebar on the left contains a menu with categories: ABOUT US, PROVIDER TOOLS, TRAINING-POLICY UPDATES, CLAIMS AND BILLING, FEE SCHEDULES, MEDICAID PROGRAMS &amp; INITIATIVES, and RESOURCES. The main content area displays an 'Alerts' section with a pink background and a 'Recent Policy' section with a white background. The alerts mention teletherapy billing for EarlySteps providers and recycled claims, and the recent policy mentions HHS expanding relief fund eligibility and reporting requirements.</p>                      |
| <p><b>Step 2.</b></p> <p>Click on the <b>Provider Login</b> button.</p>   |  <p>This screenshot is similar to the first one but with the 'PROVIDER LOGIN' button in the left sidebar highlighted with a blue mouse cursor. The main content area now shows a 'FRAUD AND ABUSE' section with a pink background and a 'MEVS' section with a white background. The 'PROVIDER LOGIN' button is also highlighted in the main content area.</p>   |
| <p><b>Step 3.</b></p> <p>Enter your 7-Digit Medicaid Provider ID Number and 10-digit NPI (unless you are an Atypical Provider).</p> <p>Enter the CAPTCHA code.</p> <p>Click the <b>Next</b> button.</p> |  <p>The screenshot shows the 'Provider Login' page. At the top, there is a navigation bar with the Louisiana Department of Health logo and a 'BACK TO LDM' button. Below this is a large blue header with 'LOUISIANA MEDICAID' in white. The main content area features the 'gainwell Provider Login' logo and a 'PRINT' button. A sidebar on the left contains a menu with categories: ABOUT US, PROVIDER TOOLS, TRAINING-POLICY UPDATES, CLAIMS AND BILLING, FEE SCHEDULES, MEDICAID PROGRAMS &amp; INITIATIVES, and RESOURCES. The main content area displays a 'Provider Login' form with fields for 'Provider ID' and 'NPI'. Below the form is a CAPTCHA image showing the letters 'HXX'. A 'NOTICE TO USERS' section is also visible. At the bottom, there is a 'NEXT' button and a footer with copyright information and contact details for the Louisiana Department of Health.</p> |

### Step 4.

Read the "Terms of Use Agreement".

### Step 5.

At the bottom of the "Terms of Use Agreement" are two buttons:

**Accept** and **Decline**.

Click on the button that indicates your action. If you accept, you will continue to Step 6. If you decline, the process is terminated, and you will not be allowed to access restricted applications on lamedicaid.com.

Note: If you decline, you may call the Help Desk to reset the "Terms of Use Agreement".

This website is for testing purposes only.  
Please use www.LAMedicaid.com

**LOUISIANA MEDICAID**  
Terms of Use Agreement

**Agreement to Use the Louisiana Medicaid Provider Web Site**

The Louisiana Medicaid Provider Web Site ("LAMedicaid Web Site") is a website operated by Louisiana Medicaid ("Louisiana Medicaid") for the purpose of providing information and services to Medicaid providers. The Louisiana Medicaid Web Site is a website operated by Louisiana Medicaid ("Louisiana Medicaid") for the purpose of providing information and services to Medicaid providers. The Louisiana Medicaid Web Site is a website operated by Louisiana Medicaid ("Louisiana Medicaid") for the purpose of providing information and services to Medicaid providers.

**Acceptance of Terms of Use**

By using the Louisiana Medicaid Web Site, you agree to accept the terms and conditions of this Agreement. If you do not agree to these terms and conditions, you should not use the Louisiana Medicaid Web Site.

**Warranties**

Louisiana Medicaid does not warrant that the Louisiana Medicaid Web Site will be available at all times or that the Louisiana Medicaid Web Site will be free of errors or omissions. Louisiana Medicaid does not warrant that the Louisiana Medicaid Web Site will be secure or that the Louisiana Medicaid Web Site will be free of viruses or other harmful code.

**Limitation of Liability**

Louisiana Medicaid shall not be liable for any damages, including direct, indirect, special, incidental, or consequential damages, arising out of or in connection with the use of the Louisiana Medicaid Web Site.

**Assignment**

You may not assign, transfer, or otherwise dispose of your rights or obligations under this Agreement without the prior written consent of Louisiana Medicaid.

**Severability**

If any provision of this Agreement is found to be unenforceable, the remainder of this Agreement shall remain in full force and effect.

**Entire Agreement**

This Agreement constitutes the entire agreement between you and Louisiana Medicaid regarding the use of the Louisiana Medicaid Web Site.

**Governing Law**

This Agreement shall be governed by the laws of the State of Louisiana.

**Accept** **Decline**

### Step 6.

Users must complete the Registration Verification screen by entering the Physical Address Information on file with lamedicaid.com in the provided fields and click the **Next** button to continue:

- 10-digit NPI (unless you are an Atypical Provider)
- City
- State
- Zip Code

LOUISIANA DEPARTMENT OF HEALTH

LOUISIANA MEDICAID

You are here: Louisiana Medicaid » Provider Login

gainwell Registration Verification PRINT

Help

Please enter the following Physical Address information from your enrollment packet to verify your identity:

NPI

City

State

Zip Code

PREVIOUS NEXT

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For Gainwell Technologies Technical Support, call toll-free 1-877-598-8753  
Mailing: Louisiana Department of Health | P.O. Box 629 | Baton Rouge, LA 70821-0629  
Physical: 628 N. 4th Street | Baton Rouge, LA 70802 | Phone: 225.342.6500 | Fax: 225.342.5568

**Step 7.**

Users are required to complete the Create Account screen. Fill in all required fields and then click the **Next** button to continue:

- a login ID of your choice (see note below),
- your First Name,
- your Middle Initial, (if the Provider does not have a middle initial, please put an 'X' in this text box)
- your Last Name,
- your Telephone Number,
- your fax number (not required),
- your e-mail address,

*\* Your login ID must be between 5 and 15 letters and/or numbers. Please note that ONLY the password is case sensitive.*

### Step 8.

Users are required to complete the Security Questions screen. Our security has been enhanced with the following questions to help users access their account in the event that they have forgotten their password or need assistance from Gainwell Technologies. Users will be required to select 3 questions and answers which will be presented when validating their identity (answers are not case sensitive). Click the **Next** button to continue.

The screenshot shows the Louisiana Medicaid web registration interface. At the top, there is a header for the Louisiana Department of Health with a 'BACK TO LOG' button. Below this is the 'LOUISIANA MEDICAID' title and a breadcrumb trail: 'You are here: Louisiana Medicaid > Provider Login'. The main content area is titled 'gainwell Security Questions' with a 'PRINT' button. A message states: 'Our security has been enhanced with the following questions to help you access your account in the event that you have forgotten your password or need assistance from Gainwell Technologies. You will be required to select 3 questions and answers which will be presented when validating your identity.' There are three question sets, each consisting of a 'Question' dropdown menu and an 'Answer' text input field. At the bottom of the form are 'PREVIOUS' and 'NEXT' buttons. A footer contains copyright information: '© 2022 Gainwell Technologies | All Rights Reserved | Version 1.0' and contact details for Gainwell Technologies Technical Support, Louisiana Department of Health, and Medicaid Customer Service.

## Step 9.

Upon completion, three emails will be sent to the user from [DoNotReply@gainwelltechnologies.com](mailto:DoNotReply@gainwelltechnologies.com).

Email #1 will confirm the Account Setup.

Email #2 will confirm the Account Login ID.

Email #3 will confirm the Account Temporary Password.

If a user is creating multiple accounts at once, please use the Reference ID in the Subject Line to match emails to particular accounts/provider IDs.

**Note: All emails will have the same reference number referring to the same account that is being created.**

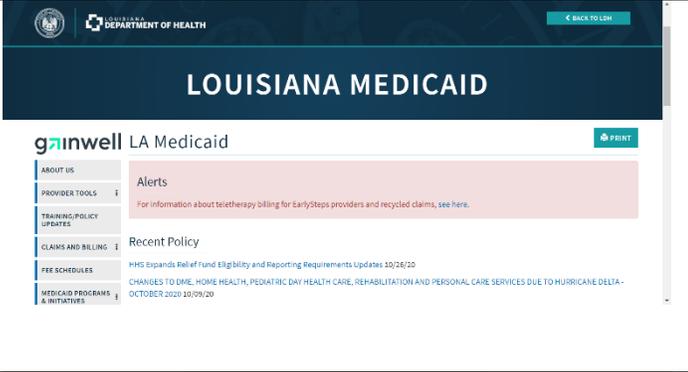
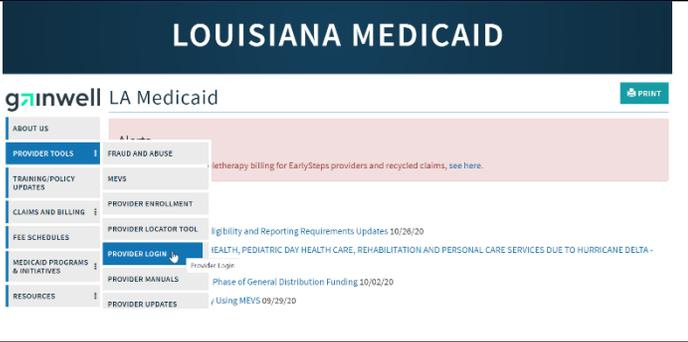
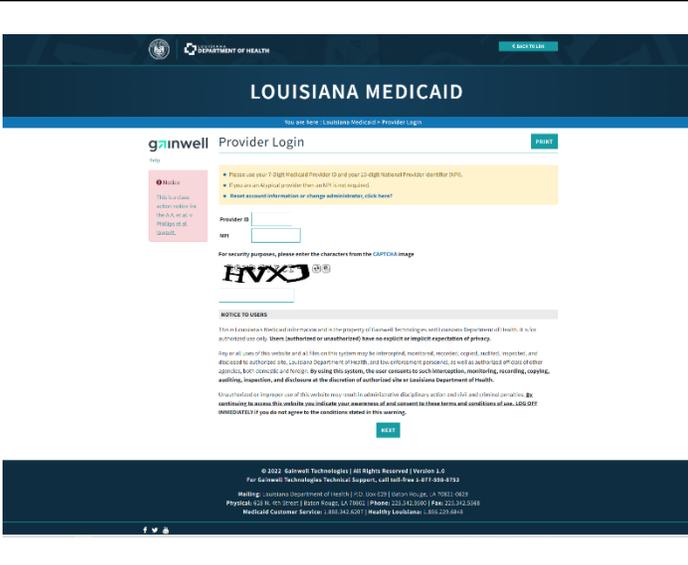
Users may click the **Login** link to return to the Login screen.

**YOU MUST USE YOUR TEMPORARY PASSWORD ALONG WITH YOUR LOGIN ID AND CHALLENGE WORD WITHIN 5 DAYS OF RECEIPT OF THE E-MAIL IN ORDER TO ESTABLISH A PERMANENT PASSWORD.**

If you do not use your temporary password within the 5 day period, please call Gainwell Technologies toll-free at **1-877-598-8753**.



## 2.2 Create a Permanent Password

|   |  |
|---|--|
| <p><b>Step 1.</b></p> <p>Open your Web browser and go to <a href="http://www.lamedicaid.com">www.lamedicaid.com</a>.</p>  |  <p>The screenshot shows the Louisiana Medicaid website home page. At the top, there is a navigation bar with the Louisiana Department of Health logo and a 'BACK TO LOGIN' button. Below this is a large blue header with 'LOUISIANA MEDICAID' in white. The main content area features the 'gainwell LA Medicaid' logo and a 'PRINT' button. A sidebar on the left contains a menu with categories like 'ABOUT US', 'PROVIDER TOOLS', 'TRAINING/POLICY UPDATES', 'CLAIMS AND BILLING', 'FEE SCHEDULES', 'MEDICAID PROGRAMS &amp; INITIATIVES', and 'RESOURCES'. The main content area displays an 'Alerts' section with information about teletherapy billing and a 'Recent Policy' section with updates on fund eligibility and reporting requirements.</p> |
| <p><b>Step 2.</b></p> <p>Click on the <b>Provider Login</b> button.</p>   |  <p>This screenshot is similar to the first one but with the 'PROVIDER LOGIN' button in the sidebar menu highlighted with a mouse cursor. The main content area now shows a 'Provider Login' section with a 'Provider Login' button and a 'Using MEVS' link.</p>   |
| <p><b>Step 3.</b></p> <p>Enter your 7-Digit Medicaid Provider ID Number and 10-digit NPI (unless you are an Atypical Provider).</p> <p>Enter the CAPTCHA code.</p> <p>Click the <b>Next</b> button.</p> |  <p>The screenshot shows the 'Provider Login' page. It features a 'Provider Login' header and a 'PRINT' button. A 'Notice' box at the top left contains instructions for users. The main form area has fields for 'Provider ID' and 'NPI', and a CAPTCHA image with the code 'HVXD'. Below the form is a 'NOTICE TO USERS' section with detailed terms and conditions. At the bottom, there is a 'NEXT' button and a footer with copyright information and contact details for Gainwell Technologies and the Louisiana Department of Health.</p>  |

**Step 4.**

Enter your Login ID.

Enter the temporary password you received by e-mail from Gainwell Technologies. Please note that only the password is case sensitive.

Click on the **Next** button.

**Step 5.**

Users must now reset their password at the Reset Password screen by creating a unique password and confirming in the given fields. Click the **Next** button to continue.

**Note:** There are specific criteria that must be met in order to create a valid password according to security standards. Write down your new password. Please note that only the password is case sensitive. If you print these instructions, you can use the table on the first page to record your password.

## 2.3 Change Your Permanent Password

**NOTE: After 60 days of inactivity your account will be locked and you will have to contact the Help Desk to have it unlocked.**

### Step 1.

Enter your new password in both boxes: New Password and Confirm Password.

Note: The new password must be between 5 and 15 letters and/or numbers, and it is case sensitive.

Click on the **Change Password** button.

The screenshot shows the Louisiana Medicaid website's 'Reset Password' page. At the top, there is a dark blue header with 'LOUISIANA MEDICAID' in white. Below the header is a blue navigation bar with the text 'You are here : LAMedicaid.com'. The main content area is white and titled 'Reset Password'. It contains the following text: 'Your password word has either expired or the complexity does not meet our minimum requirements, please enter a new password.' and 'Please note that passwords must meet the following security standards:'. Below this are four bullet points: 'Must be at least 9 characters in length', 'Must contain at least one upper case character', 'Must contain at least one lower case character', 'Must contain at least one number', and 'Must contain at least one special character'. There are two input fields: 'Password' and 'Password Confirm', both with masked characters (dots). At the bottom right, there are two buttons: 'PREVIOUS' and 'NEXT', with a blue arrow pointing left towards the 'NEXT' button.

## 3.0 User Advisory

After the establishment of the account, the provider has only three attempts to login correctly before being locked out. If the user is locked out, please call Gainwell Technical Support at 1-877-598-8753 in order to have your account reset.