



# Louisiana Medicaid Management Information System (LMMIS)

# Batch Eligibility Verification System User Manual

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Prepared By Technical Communications Group

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## **PROJECT INFORMATION**

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06/06/23	Updated document to change support email address.	N/A	J. Lavigne	

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## **1.0 ACCESSING THE APPLICATION**

This section provides information on how to access the **Batch Eligibility Verification System** 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 <u>www.lamedicaid.com</u> under the **Website Enrollment** link located under **Provider Tools** on the left side of the main menu.

g <mark>⊐</mark> ınwell	LA Medicaid
ABOUT US	
PROVIDER TOOLS	FRAUD AND ABUSE
TRAINING/POLICY UPDATES	MEVS
CLAIMS AND BILLING	PROVIDER ENROLLMENT
FEE SCHEDULES	PROVIDER LOCATOR TOOL
MEDICAID PROGRAMS	PROVIDER LOGIN
& INITIATIVES	PROVIDER MANUALS P
RESOURCES :	PROVIDER UPDATES / U
SEARCH	'ay REMITTANCE ADVICE
	REVS
	TPL RECOVERY REQUEST

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 <u>lamedicaid@gainwelltechnologies.com</u>.

In order to access the **Batch Eligibility Verification 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 <u>www.lamedicaid.com</u>. Click the **Provider Login** link under **Provider Tools** on the left side of the main menu to continue.

LOUISIANA MEDICAID						
g <mark>ə</mark> ınwell	LA Medicai	d eprint				
ABOUT US	Alanta					
PROVIDER TOOLS	FRAUD AND ABUSE					
TRAINING/POLICY	MEVS	netherapy billing for Earlysteps providers and recycled claims, see here.				
CLAIMS AND BILLING	PROVIDER ENROLLMENT					
FEE SCHEDULES	PROVIDER LOCATOR TOOL	ligibility and Reporting Requirements Updates 10/26/20				
MEDICAID PROGRAMS		IEALTH, PEDIATRIC DAY HEALTH CARE, REHABILITATION AND PERSONAL CARE SERVICES DUE TO HURRICANE DELTA				
& INITIATIVES	PROVIDER MANUALS	Phase of General Distribution Funding 10/02/20				
RESOURCES	PROVIDER UPDATES	/ Using MEVS 09/29/20				

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				
g <mark>a</mark> ınwell	Provider Login				
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. <b>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.</b>				
	Unauthorized or improper use of this website may result in administrative disciplinary action and civil and criminal penalties. <u>By continuing to</u> 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 testing
Password
••••••
Need help?
<ul> <li>Forgot Your Login ID?</li> <li>Forgot Your Password?</li> <li>Forgot login ID and Password?</li> </ul>
PREVIOUS NEXT

Users will be directed to the Provider Applications page where they can access their authorized applications



- Submitter Contact Information Submitter Linked Providers
- Weekly Remittance Advices

Click the **Batch Eligibility Verification System** Hyperlink to continue to the application.

Restricted Provider Applications
Batch Eligibility Verification System
<ul> <li>Batch Eligibility Verification System Pilot</li> </ul>
<ul> <li>Chisholm Paragraph 10 File Download</li> </ul>
<ul> <li>Claim Status Inquiry (5010 Version)</li> </ul>
EFT Authorization
<ul> <li>Electronic Clinical Data Inquiry - ICD10</li> </ul>
<ul> <li>Electronic Clinical Data Inquiry - ICD9</li> </ul>
Electronic Prior Authorization
Electronic Remit 835
<ul> <li>Friends and Family</li> </ul>
<ul> <li>Healthy Louisiana (Previously Bayou Health) Applications</li> </ul>

# 2.0 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.



### 2.1 Adding New Request

LOUISIANA MEDICAID						
g <mark>a</mark> ınwell	Batch Eligibility Verification System					
Options View My Requests	** ADMINISTRATOR ONLY ** Select Provider to Display Listings: Select Provider					
Add New Request	Invoices that are generated by the system will be sent to the following address:					
My Account	LDH/DXC TECH PBM STAFF P O BOX 80159 BATON ROUGE, LA 708980159					
My Profile My Applications Logout Help						
	If the billing address is incorrect on your provider/submitter number, please complete the attached Address/Telephone Number Changes Packet and submit it to Gainwell Technologies - Provider Enrollment Unit, PO Box 80159, Baton Rouge, LA 70898-0159. This packet contains all necessary forms and useful information on other items that might need to be addressed when a Pay-To address is updated. All address changes must be received hardcopy with original signatures before they can be processed and processing can take up to three (3) weeks.					
	NOTE: Transactions that are submitted are processed. All transactions submitted will be processed by noon the following business day. The eligibility verification process are scheduled to run once daily (after business hours). If you encounter transactions that have not been completely processed by noon the following business day, please contact Gainwell Technologies technical support at 1-877-598-8753.					
	Transaction Listing					
	Below is a listing of files that were uploaded into the system. No files have been uploaded into the system.					

To get started, click on the **"Add New Request"** link located at the top of the page. This will direct you to the file upload screen.

	LOUISIANA MEDICAID	
You are here :	Louisiana Medicaid > My Applications > Batch Eligibility Verification System > Batch Eligibility Verification System Upload	ł.
g <mark>⊐</mark> ınwell	Batch Eligibility Verification System File Upload	🚔 PRI
Options View My Requests Add New Request My Account	Please specify a valid 270 file from your local network in the space provided and click the Upload button: Note: You can attach a total of up to 16 MB of data. Choose File No file chosen Receive Email Notifications [Optional]	
My Applications Logout Help	If you would like to receive email notifications when the 999 and/or 271 responses are generated by the system, please specify an email address in the space provided below:	
	Type your email again for verification purposes:	
	UPLOAD	

Specify a valid 270 transaction file from your local computer or network. If you need help locating a file, use the **Choose File** button. Click the **Upload** button to continue.

	LOUISIANA MEDICAID
gainwe	Batch Eligibility Verification System File Upload
Options View My Requests Add New Request My Account My Profile	Please specify a valid 270 file from your local network in the space provided and click the Upload button: Note: You can attach a total of up to 16 MB of data. Choose File No file chosen Receive Email Notifications [Optional]
My Applications Logout Help	If you would like to receive email notifications when the 999 and/or 271 responses are generated by the system, please specify an email address in the space provided below:
	Type your email again for verification purposes:

Only a valid 270 transaction file in text format, .**TXT** file type, is allowed to be uploaded into the system. Specifying any other file type, such as **PDF**, **ZIP**, **etc**., will not be allowed.

In addition to the .TXT file type validation, if you inadvertently upload the incorrect file, then the system **will not allow the process to continue.** This feature does not perform any 270 validation. The next step in the process will be the 270 validation.

**[Optional]** – If you would like to receive system notifications via email, you can enter an email address in the fields provided. You are required to enter your email address twice. This is done for verification purposes (to prevent typos).

#### The following confirmation is shown:

Upload Successful
The file was successfully added to the system. Please note that this does not imply that the file has passed TA1 level validation. This message is only meant to indicate that the file was successfully uploaded into the system and saved in the request database. To view the status of the request click the link in the <i>What's Next</i> section below.
What's Next?
To return to the request listing to view status information, click <u>here</u> . To upload another file, click <u>here</u> .

You're done! If the file you specified was a valid 270 transaction as noted in this document, you should see a new entry appear in the "Transaction Listing" located near the bottom of the screen. If, for whatever reason, the upload process fails, there will be a description of the error (marked in red).

#### Submission Processing

- With each 270 file that is uploaded to the system, the following processes will occur:
  - **Step 1)** TA1 and 999 validation Validation of the Interchange envelope will be posted in the TA1 file. Validation of the Functional Group will be posted in the 999 file.
  - **Step 2)** Valid 270 files placed in processing queue Files that pass both TA1 and 999 level validations will be submitted for eligibility request processing.
  - Step 3) The Transaction Listing (see Figure 5) will be updated The transaction listing will be refreshed and details about the submission will appear at the bottom of the list. Details will be posted of the available TA1 and 999 files. A 271 batch response file will be produced for a valid 270 file submission. When processing of the batch is completed the details will be posted to the Transaction Listing.

#### **Business Dav Processing**

- Each business day the Eligibility Verification System will run the following processes:
- Each valid Batch 270 submission will be processed to produce a Batch 271 response file. Responses to all submitted transactions will be made available by the next business day.
- File posted to secured on-line Provider Portal All batch 271 files created are stored in a secured Provider Portal access area where they will be available for immediate download by the submitter.

## 2.2 Viewing your request

To view your request you can either click on the "**View My Request**" link located at the top of the page, or when you click the **Batch Eligibility Verification System** link from the provider applications link you will be automatically redirected to your entire history of request.

Options	BATON ROUGE, LA 708980159								
View My Requests Add New 🖓quest	If the billing address is incorrect on your provider/submitter number, please complete the attached Address/Telephone Number Changes Packet and submit it to DXC Technology - Provider Enrollment Unit, PO Box 80159, Baton Rouge, LA 70898-0159. This packet contains all necessary forms								
My Account	and useful information on other items that might need to be addressed when a Pay-To address is updated. All address changes must be received								
My Profile	hardcopy with original signatures before they can be processed and processing can take up to three (3) weeks. NOTE: Transactions that are submitted are processed. All transactions submitted will be processed by noon the following business day.								
My Applications									
Other Links	The eligibility verification process are scheduled to run once daily (after business hours). If you encounter transactions that have not been completely processed by people to following by process of a place contact DVC Technology technical support at 1, 277, 588, 2753								
Help	Transa	ction Listing	noon the lottowing business up	ly, prease contac	t bit recime	togy tech	incat sup	porcaci	-011-336-0133.
LAMedicaid.com									
	below is a listing of mes that were uploaded into the system.								
		Request ID	Upload Date	Status	270	TA1	999	271	Processed Date
	0	371	9/10/2018 10:11:00 AM	Initial	👌 🗿				
١	0	370	4/13/2017 2:01:00 PM	Initial	2 🗿				
4	0	369	4/11/2017 10:48:00 AM	Initial	2 2				
•	1								
	Кеу								
	O Successfully processed								
	Proces	ssed with errors							
		Cessing							

All batch files created are stored in a secured Provider Portal access area where they will be available for immediate download by the submitter.

Т	Transaction Listing												
	Below is a listing of files that were uploaded into the system.												
1	1 2 3 4 5 6 7 8 9 10 3		4	6	6	7	<b>7 8</b>		0				
	2	Request ID	Upload Date	Status	270	TA1	999	271	Processed Date				
	0	13465	11/30/2016 3:16:00 PM	Initial	à (1)								
	0	13464	10/20/2016 2:03:00 PM	Ready for validation	à								
	0	13463	10/7/2016 8:08:00 PM	Ready for validation	à (1)								

### **Transaction Listing Reference Guide**

Field	Field/Link Name	Description					
1	Page # of #	A maximum of 10 records are listed per page. This is the current					
	-	page# of the total pages returned.					
2	Status Icon	Icon that represents status of request.					
3	Request ID	A unique Identifier that is assigned to a specific request.					
4	Upload Date The date a particular request is successfully uploaded.						
5	Status	Status of the request.					
6	270	270 Batch Eligibility Request					
7	TA1	TA1 Interchange Acknowledgement					
8	999	999 Transaction Set Specific Validation					
9	271	Batch Eligibility Response					
10	Processed Date	Date a particular request was processed.					

The user can use the key at the bottom of the page to determine if request were **Successfully Processed, Processed with Errors or Currently in Processing.** 



Successfully processed

Processed with errors

SIn processing

Download the file to your local computer.

Wiew the file in a user-friendly (easy to read) format.

Under the **270, TA1, 999 and 271** columns there are two options that allow the user to either download the file to their local computer or to view the file in a printer friendly or easy to read format.



When the **"Download the File to your local computer"** option is pressed a dialogue box will prompt you to either save or open the file.

Do you want to open or save 00000365.270.txt from internets01.labtr.core.him?	Open	Save	•	Cancel	×

When the file is saved on your local computer, it can be opened with notepad.



The user can choose to view data in a printer-friendly easy to read format by choosing the printer icon.



A pop-up a new tab with the data requested will open.

```
270 Data for Request 342
Note: All segment delimiters have been replaced with breaks for improved readability.
zalendze ndre næzendedetander næzendstelet næzendetans statetanen statetane næreten har her som her som her som
$2*$E*$E*$E$E$E$E$*£1551*211$E$E*1561*181$*180*1810*8*30611382*861
#F*2*0*18081800*00610082*860
#1.*1**23*1
HAL-PERFORMEDHE LEMECOFFEEDERS
#1+2+1+21+1
HALFLARSHAL'S TANKARATIN TIFFFERENCE
新新市体和通行增加在非常产生的在在中的中
#1,*3*2*22*3
3862-34-5343(3)324
12-11
#L*#*2*22*3
305-36-19581914
#12 m 10 ft
#1.**********
##12 # 25,# 2 # #23### # 5.20 HT 34 # # # ##22 # 22 # #22 # 22 # #22 # 22 # #22 # 22 # #22 # 22 # #22 # 22 # #22 # 22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 # #22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##22 ##2
346-34-14620181
373+230+38+210303030
#17 m 313
#1,*#*2*22*3
```