



LAMEDICAID.COM FAQ SHEET



1. What is LAMEDICAID.COM?

LAMEDICAID.COM is a Web site designed for the Louisiana Department of Health that contains useful information regarding the Medicaid program as well as several secure applications for Providers.

2. Who can use LAMEDICAID.COM?

LAMEDICAID.COM is available to all currently enrolled Providers participating in Louisiana's Medicaid Program.

3. Where is LAMEDICAID.COM?

LAMEDICAID.COM is located on the Internet at the URL address: www.lamedicaid.com.

4. What applications are available on LAMEDICAID.COM?

The following secured applications are available to enrolled Providers. Access to these secured applications is based on the Louisiana Medicaid Provider Type Codes:

- **Batch Eligibility Verification System**: Allows authorized users to submit valid 270 Transaction file requests for eligibility verification.
- **Batch Eligibility Verification System Pilot**: Allows authorized users to submit valid 270 Transaction file requests for testing purposes.
- **Claim Status Inquiry (5010 Version)**: Allows authorized users to obtain the status of Recipient Medicaid claims submitted to Gainwell Technologies for adjudication and payment through search functions.
- **EFT Authorization**: Allows users to authorize Electronic Funds Transfer/Direct Deposit for Providers with Louisiana Medicaid.
- **Electronic Clinical Data Inquiry – ICD10**: Allows authorized users to obtain recent Recipient patient data including: Clinical Drug Inquiries, Physician/EPSTD Encounters, Outpatient Procedures, Specialist, Ancillary, Lab and X-Ray, Emergency, and Inpatient services via ICD10 Code.
- **Electronic Clinical Data Inquiry – ICD9**: Allows authorized users to obtain recent Recipient patient data including: Clinical Drug Inquiries, Physician/EPSTD Encounters, Outpatient Procedures, Specialist, Ancillary, Lab and X-Ray, Emergency, and Inpatient services via ICD9 Code.
- **Electronic Prior Authorization**: Allows authorized users to submit a Prior Authorization Request through the e-PA web application.
- **Electronic Remit 835**: Allows authorized users to update their authorization to retrieve their HIPAA version 5010 electronic remittance advice (835 Transaction).
- **Friends and Family**: Allows authorized users to download weekly spreadsheets to view a list of open Providers with a Provider Type of 42 (Non-emergency Medical Transportation).
- **Healthy Louisiana (Previously Bayou Health) Applications**: Allows authorized users access to secure Web-based tools for Healthy Louisiana Providers to access, download, and submit Healthy Louisiana Provider related files.

- **Medicaid Eligibility Verification (e-MEVS):** Allows authorized users to obtain Recipient eligibility verification information.
- **National Provider Identifier:** Allows authorized users to register their NPI(s) with Louisiana Medicaid.
- **NPI Legacy Search:** Allows authorized users to cross-reference Legacy Provider IDs and National Provider Identifiers (NPI).
- **Online 1099:** Allows authorized users to view their 1099 documents.
- **OSS Checks:** Allows authorized users to view remittance advice statements and establish return payment transactions.
- **PA Requests for Case Managers:** Allows authorized users (Case Managers) the capability to view PA requests for Medicaid recipients who are linked to their agencies that are submitted via the electronic Prior Authorization (ePA) computer system by the servicing Provider.
- **PACE 820 Report System:** Allows authorized users to download their 820 report file.
- **Prescriber Practices and Diabetes Management Admin:** Allows authorized users administrator rights to Data-sharing and educational resource tool that provides information about Medicaid prescribing practices as well as clinical management data about diabetes patients enrolled in practice searches for Provider names or numbers.
- **Provider Locator Information:** Allows authorized users to locate and view Provider information as well as edit passwords and account information.
- **SMO Applications:** Allows authorized users access to secure Web-based tools for State Management Organization Providers to access, download, and submit SMO related files.
- **Submitter Claims Denied All 9:** Allows authorized users to download spreadsheets that consists of data related to Submitter Claims Denied.
- **Submitter Contact Information:** Allows authorized users to enter, update, and view Primary and Secondary Contact Information so that LDH and Gainwell Technologies can contact them if/when needed.
- **Submitter Linked Providers:** Allows users to download spreadsheets that consist of four columns of data: Provider ID, NPI, Tiebreaker Description and Tiebreaker. Only administrators have access to this application.

5. How do I enroll on LAMEDICAID.COM?

In order to use the secured provider applications, you must enroll on LAMEDICAID.COM. On the main page of LAMEDICAID.COM, there is a link in the margin named **PROVIDER WEB ACCOUNT REGISTRATION INSTRUCTIONS**. You should click on this link to go to a page where you may download instructions.

6. What do I need to enroll on LAMEDICAID.COM?

You need a valid Louisiana Medicaid Provider ID Number, an Internet account, an e-mail account, and a computer with an Internet browser.

7. Who do I contact if I need additional information or technical support?

Contact the Gainwell Technologies Technical Support help-desk at 1-877-598-8753 (toll-free) Monday – Friday 8:00 a.m. – 5:00 p.m. CT or via e-mail at lamedicaid@gainwelltechnologies.com.