



Louisiana Medicaid Management Information System (LMMIS)

Provider Locator Tool User Manual

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PROJECT INFORMATION

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| April 26, 2024 | Updated 7.0 per Susan Bryson. | R. Sheehan |

TABLE OF CONTENTS

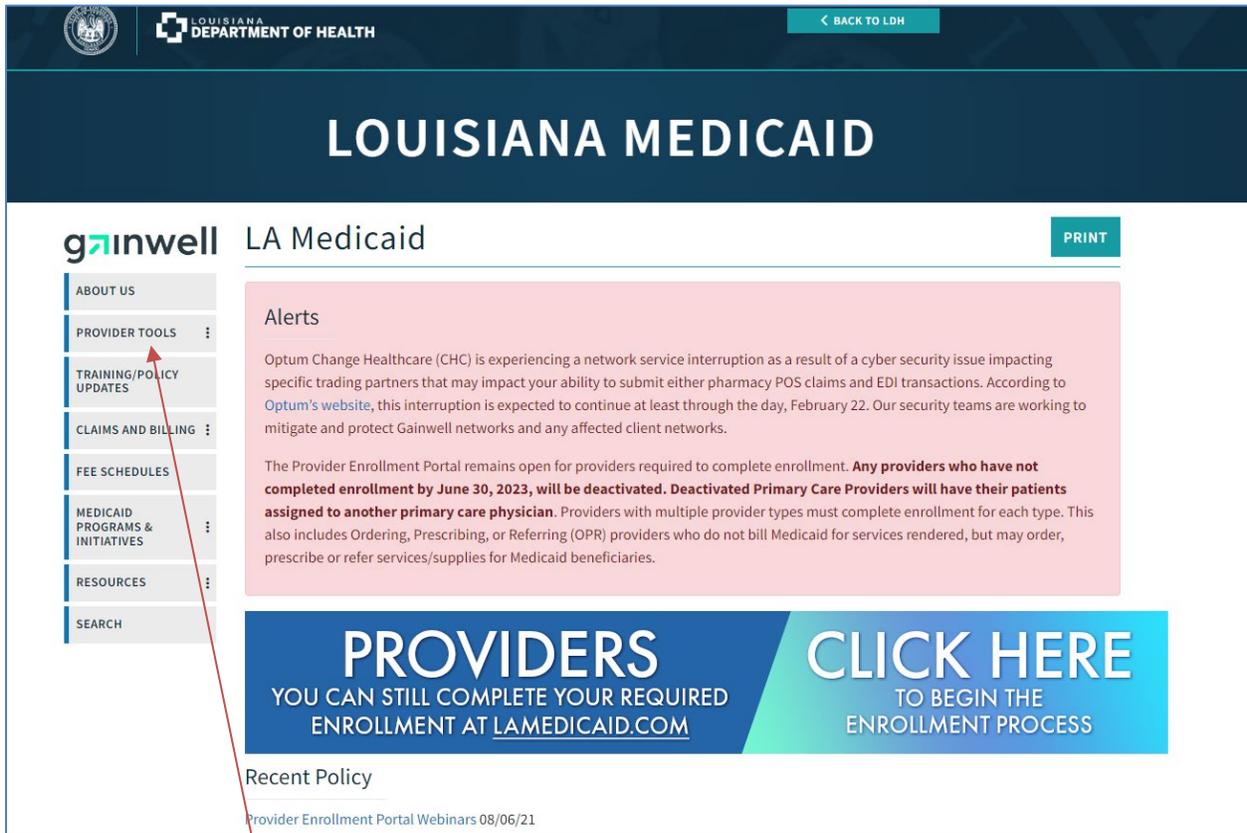
| | | |
|-----|---|----|
| 1.0 | OVERVIEW | 1 |
| 2.0 | HOW THE PUBLIC ACCESSES THE APPLICATION | 1 |
| 3.0 | PROVIDER LOCATOR MAIN PAGE (PUBLIC) | 2 |
| 3.1 | Service Type Tips | 4 |
| 4.0 | CONDUCTING A SEARCH..... | 5 |
| 4.1 | Provider Groups Pull Down Menu | 5 |
| 4.2 | Provider Specialties..... | 5 |
| 4.3 | Search Results Page | 6 |
| 5.0 | HOW PROVIDERS ACCESS THE APPLICATION | 9 |
| 7.0 | PROVIDER LOCATOR INFORMATION MAIN PAGE..... | 13 |

1.0 OVERVIEW

The **Provider Locator** application has been developed for the public to search for providers who accept LA Medicaid. In a separate secure application, Louisiana Medicaid Providers are enabled to update and maintain the data that is presented to users in the public usage side of this application.

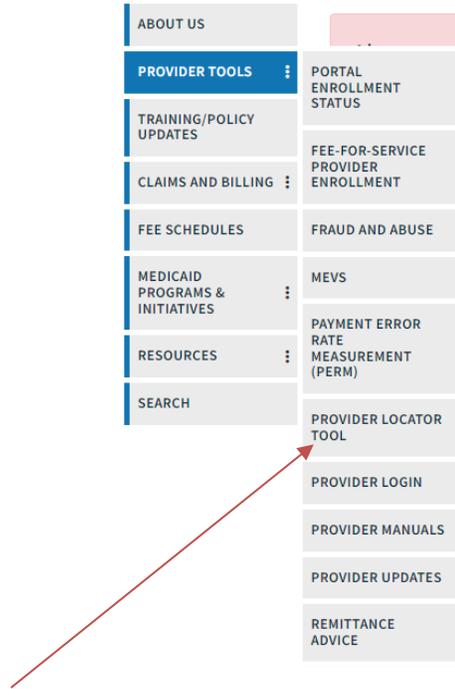
2.0 HOW THE PUBLIC ACCESSES THE APPLICATION

Public users go to www.lamedicaid.com. A screen similar to the one shown below is displayed:



Hover over the **Provider Tools** tab on sidebar to the left:

Additional tabs are displayed as shown below.



Select the **Provider Locator Tool** tab.

3.0 PROVIDER LOCATOR MAIN PAGE (PUBLIC)

The Provider Locator Tool for Public Usage enables users to search for **Medicaid, Waiver Programs and Providers Servicing Only LaHIPP** via an interactive map of Louisiana showing regions and parishes.

Users can select exactly what type of service they need and be shown a list of all active providers in their area.

Active providers are identified as those who are enrolled in Medicaid (at the time of the web search) and have had a paid claim during the six months prior to the web search. Service Type details are explained in Section 3.1.

FIND A PROVIDER

To start looking for a provider, you must first pick a service type from the four (4) choices listed below. If you do not know which service you need, Medicaid or Waiver, choose "Show Medicaid and Waiver".

LaHIPP enrollees have the option to click on "Medicaid" or "Providers Servicing Only LaHIPP".

Service Types:

- Medicaid Waiver Programs Show Medicaid and Waiver Providers Servicing Only LaHIPP

Step 1 – Choose one of the "Provider Groups" from the drop down menu below.

Step 2 – Enhance your search by choosing a specialty from the Provider Specialties drop down menu below.

Step 3 – Click on the parish or region on the map below

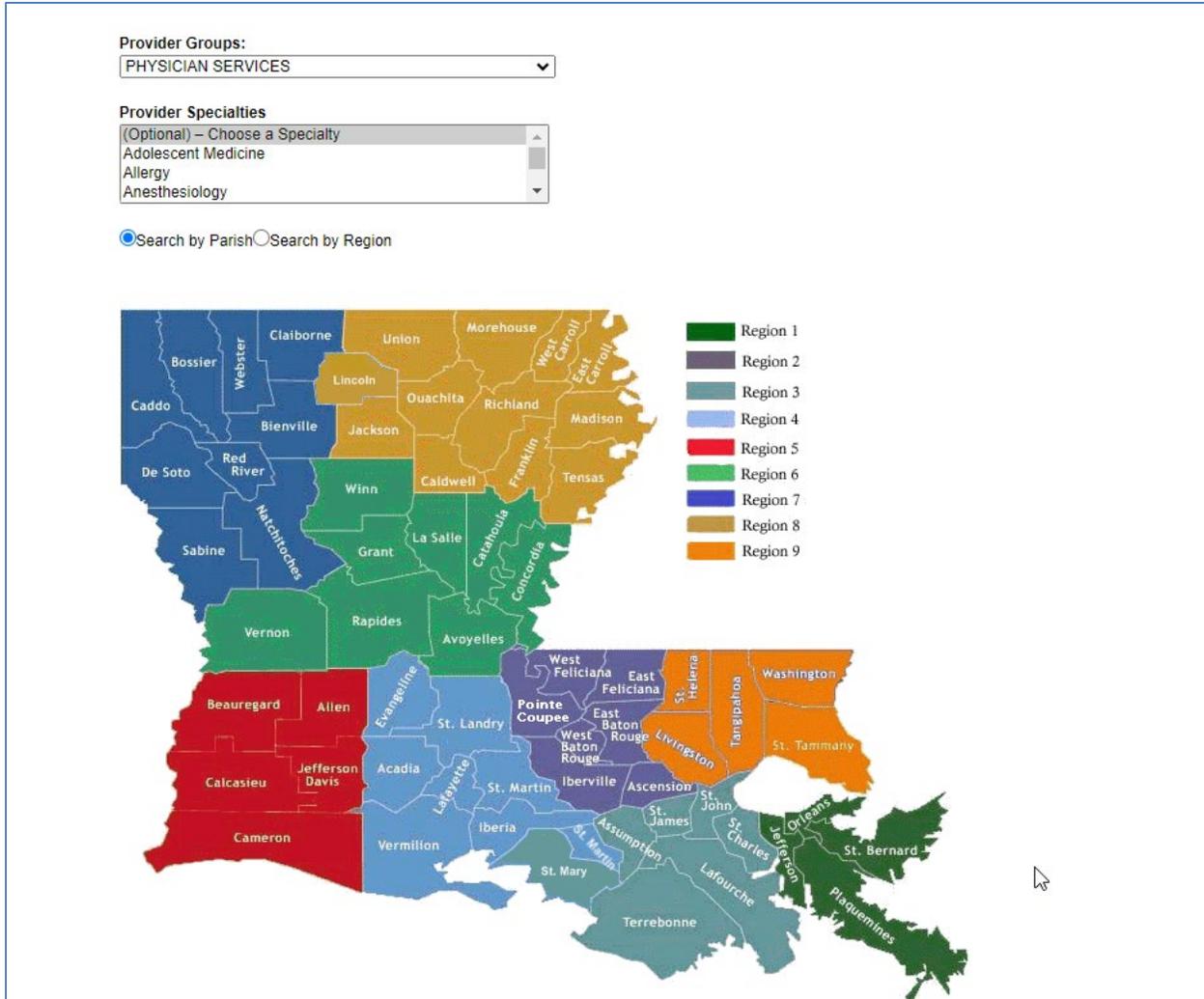
Provider Groups:

AMBULANCE TRANSPORTATION ▼

Provider Specialties

(Optional) – No Specialty Available ▲
▼

- Search by Parish Search by Region



3.1 Service Type Tips

Medicaid services include those offered through Medicaid, LaCHIP, LaMOMS, the Medicare Savings Program, the Medicaid Purchase Plan or the TAKE CHARGE program. A full list can be found [here](#). Information on Waiver programs can be found [here](#).

Waiver Programs are services available to Waiver recipients only. Each Waiver program has a limited number of spaces available. Applicants must meet specific program qualifications and register with the Office of Aging and Adult Services to access these services.

Show Medicaid and Waiver option allows you to search the entire provider database if you are unsure if your service is Medicaid or Waiver Programs.

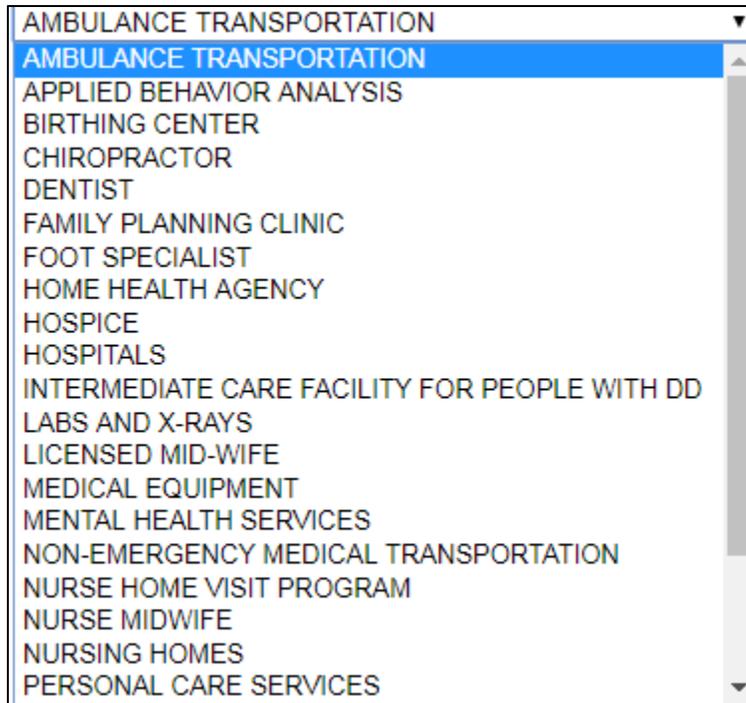
Providers Servicing Only LaHIPP includes providers enrolled with Medicaid solely for the purposes of treating Medicaid members who are enrolled in the LaHIPP program.

4.0 CONDUCTING A SEARCH

4.1 Provider Groups Pull Down Menu

When you choose a Provider Group, the pull down menu you see is based on the Service Type you selected.

If you selected **Medicaid**, a pull down menu similar to the one shown below is displayed.

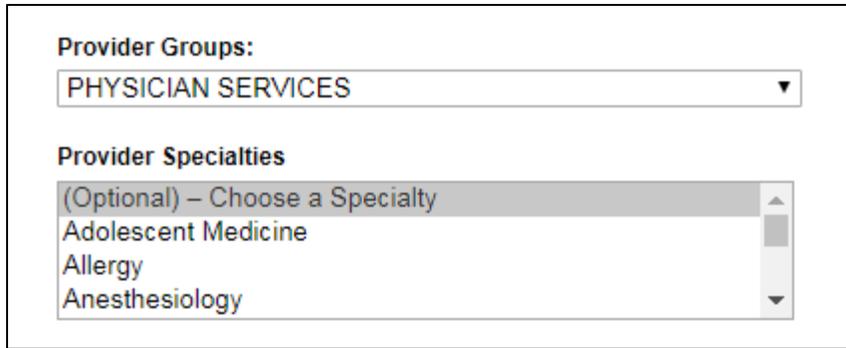


Once you've made your selection, click on the Provider Group closest to the type of service you want.

4.2 Provider Specialties

Once you have selected a Provider Group, the **Provider Specialties** drop down menu is enabled, and its contents depend on the Provider Group that you selected.

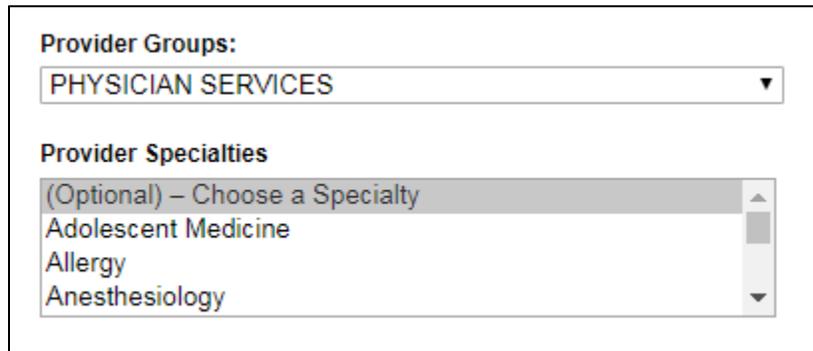
For instance, if you selected the Physician Services provider group, the **Provider Specialties** drop down menu is similar to the one displayed below:



The screenshot shows two dropdown menus. The first is labeled "Provider Groups:" and has "PHYSICIAN SERVICES" selected. The second is labeled "Provider Specialties" and has "(Optional) – Choose a Specialty" selected. Below this, the following specialties are listed: Adolescent Medicine, Allergy, and Anesthesiology.

Click on the specialty that is closest to the service that you want. Remember that selecting a specialty is **optional**.

Alternatively, if you selected the **Waiver Programs** or **Show Medicaid and Waiver** service type, then chose the Waiver Program for the Elderly and Adults with Onset Disabilities provider group, then the Provider Specialties drop down menu is similar to the one displayed below:



This screenshot is identical to the one above, showing "PHYSICIAN SERVICES" in the "Provider Groups:" dropdown and "(Optional) – Choose a Specialty" in the "Provider Specialties" dropdown, with "Adolescent Medicine", "Allergy", and "Anesthesiology" listed below.

Click on the specialty that is closest to the service that you want. Remember that selecting a specialty is **optional**.

For example, if Physician Services for East Baton Rouge Parish is selected, a report similar to the one shown below is displayed:

If the **View Info** link for a provider is active, you may click through to see the additional information, as explained in section 6.0, below.

4.3 Search Results Page

After you make your search selections, click on the area of the map closest to the area where you want the service to be performed. For instance, if we selected service type **Medicaid**, provider group Dentist, no provider specialty and then click on the East Baton Rouge Parish area of the map, we will get a response similar to the one shown below:

If you've changed the specialty after running a search, use the Refresh button to view the new

SEARCH RESULTS

Parish: BOSSIER Provider Group: PHYSICIAN SERVICES

Region: 7 Specialties: (Optional) - Choose a Specialty
Adolescent Medicine
Allergy
Anesthesiology

Refresh

| Name | Address | Phone | Accepting New Patients | Additional Contact Info | Sites |
|------|---------|-------|------------------------|---------------------------|----------------------|
| | | | ? | View Info | View |

Total: 1

Print Results Return to Map

Change the specialty here, if applicable.

Return to the map here.

The **Print Results** button will display the search results in a printable format.

The **Print Results** button will display the search results in a printable format. If you choose to print, a report similar to the one shown below is displayed:

Provider Locator by BOSSIER Parish
Provider Group: PHYSICIAN SERVICES
Provider Specialty: Allergy

Contact Name [Redacted]
Address [Redacted]
Phone 0
Toll Free 0
Fax [Redacted]
Email

The Parish or Region is displayed, whichever was chosen as a search field from the map, in the upper left-hand corner, as well as what group and specialty were selected. Note that the information here will match the **Additional Contact Info** screen for that provider.

For both Accepting New Patients and PCP columns, the values used will be "Y", "N", and "?" (where "Y" = Yes, "N" = No, and "?" = provider did not specify). For dentists, this field will default to Y, yes accepting new patients. Dentists must update this field if not accepting new patients and update each time there is a change in that status.

If **View Info** under the **Additional Contact Info** column is highlighted blue, you can click it to view more specific information regarding that provider. An example is provided below:

| Accepting New Patients | Additional Contact Info | Sites |
|------------------------|---------------------------|----------------------|
| ? | View Info | View |

| | |
|----------------------------------|---------|
| Provider Name: | |
| Contact Name: | JESSICA |
| Contact Phone: | |
| Toll Free Number: | 0 |
| Fax Number: | |
| Email: | |
| Accepting New Medicaid Patients: | Yes |
| Languages Spoken: | |
| Can Accommodate Special Needs: | Yes |
| Website: | |
| Managed Care Plans: | |
| Provides Telehealth Services: | Unknown |

This window lists detailed information about the provider, more specific than the initial search results screen.

5.0 HOW PROVIDERS ACCESS THE APPLICATION

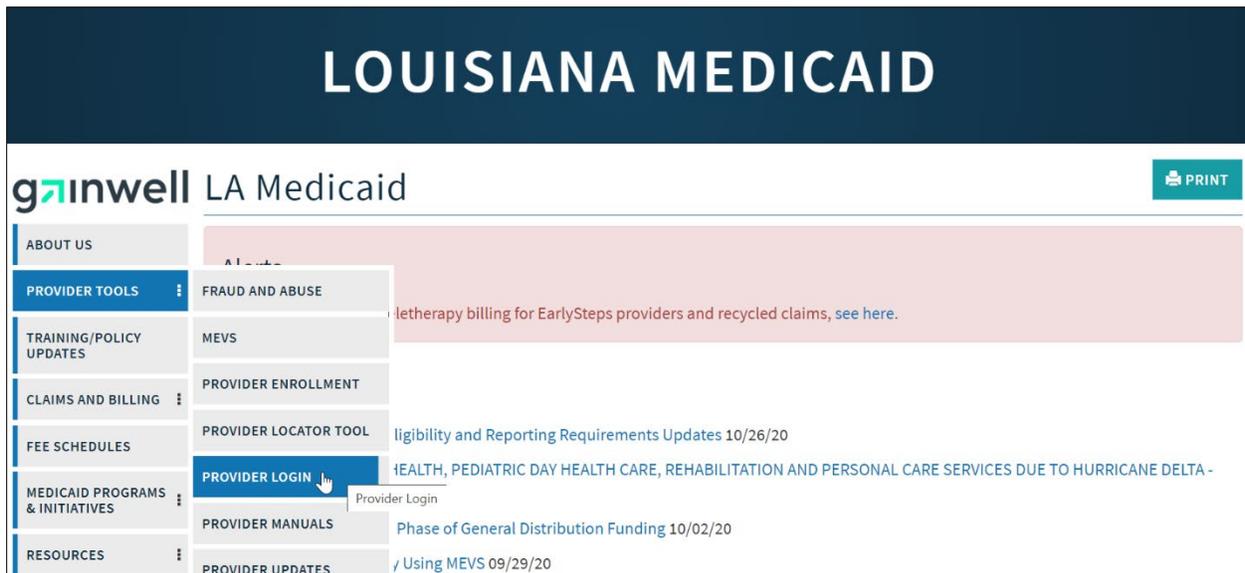
This section provides information on how to access the **Provider Locator** application via Provider Login. It includes instructions on how to establish an online account with Louisiana Medicaid and complete the Login ID and password process.

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 **Provider Locator** 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.



! HIPAA Attestation

As an agent of the Louisiana Medicaid provider, I acknowledge that I shall not use or disclose health information unless permitted or required by law. Protected Health Information made available through this portal will be handled in full accordance to the Health Insurance Portability and Accountability Act (HIPAA) Privacy, Security, and Breach Notification Rules. This includes disclosures and private use of this data, notice of legal duties and privacy practices to individuals, maintaining the security and integrity of the data in electronic form, and providing notification to the affected individuals, in the event of a breach of unsecured data.

[I Attest](#) [I Decline](#)

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.

gainwell Provider Login [PRINT](#)

Help

! Notice
This is a class action notice for A.A. et al. v. Abraham et al lawsuit

- Please use your 7-Digit Medicaid Provider ID and your 10-digit National Provider Identifier (NPI).
- If you are an Atypical provider then a NPI is not required.
- [Reset account information or change administrator, click here?](#)

Provider ID

NPI

For security purposes, please enter the characters from the CAPTCHA image

TUPVP

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](#)

Note: Login ID and Password are case sensitive.

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 **Provider Locator Information** link to continue.

- [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.

7.0 PROVIDER LOCATOR INFORMATION MAIN PAGE

The Provider Locator Information Main Page provides helpful links and text boxes where you can update the existing contact information that the public user will be provided with when using the Provider Locator application.

The application will only update the additional contact information on the Provider Locator Tool and will not alter the information on the Provider Enrollment File. If you'd like to update the Provider Enrollment File, [click here](#).

Provider Locator Information - Provider File

NPI: Provider Name:
Provider Phone: Provider Address:

If the provider information displayed above is incorrect and needs updating, [click here](#)

Provider Locator Additional Contact Information

Contact Name:

Contact Phone:

Toll Free Phone:

Fax Number:

Email Address:

Confirm Email Address:

Accepting New Medicaid Patients: (Required) Yes No

Languages Spoken:

Can Accommodate Special Needs: (Required) Yes No

Website:

Managed Care Plans:

Provides Telehealth Services: (Required) Yes No

To change the **Contact Name**, for instance, simply click on the text box with the existing contact name and type in the new name. Repeat the process for **Contact Phone**, **Contact Toll Free Phone**, **Contact Fax Number**, **Contact Email Address**, **Confirm Contact Email Address**, **Languages Spoken**, **Managed Care Plans**, and **Provides Telehealth Services**. Then

choose the **Yes** or **No** radio button for **Accepting New Medicaid Patients** (not applicable to waiver providers), **Can Accommodate Special Needs** and **Provides Telehealth Services**. The **Website** field can direct potential recipients to where they will find extra information regarding your services.

The **click here** link directs users to the PE-50 form.

The public may access the Provider Locator Tool for Public Usage at the LDH Office of Management and Finance / Medicaid (Health Services Finances) web site at:

http://www.lamedicaid.com/provweb1/provider_demographics/provider_map.aspx

Note: Provider Information hidden for the purposes of this manual.