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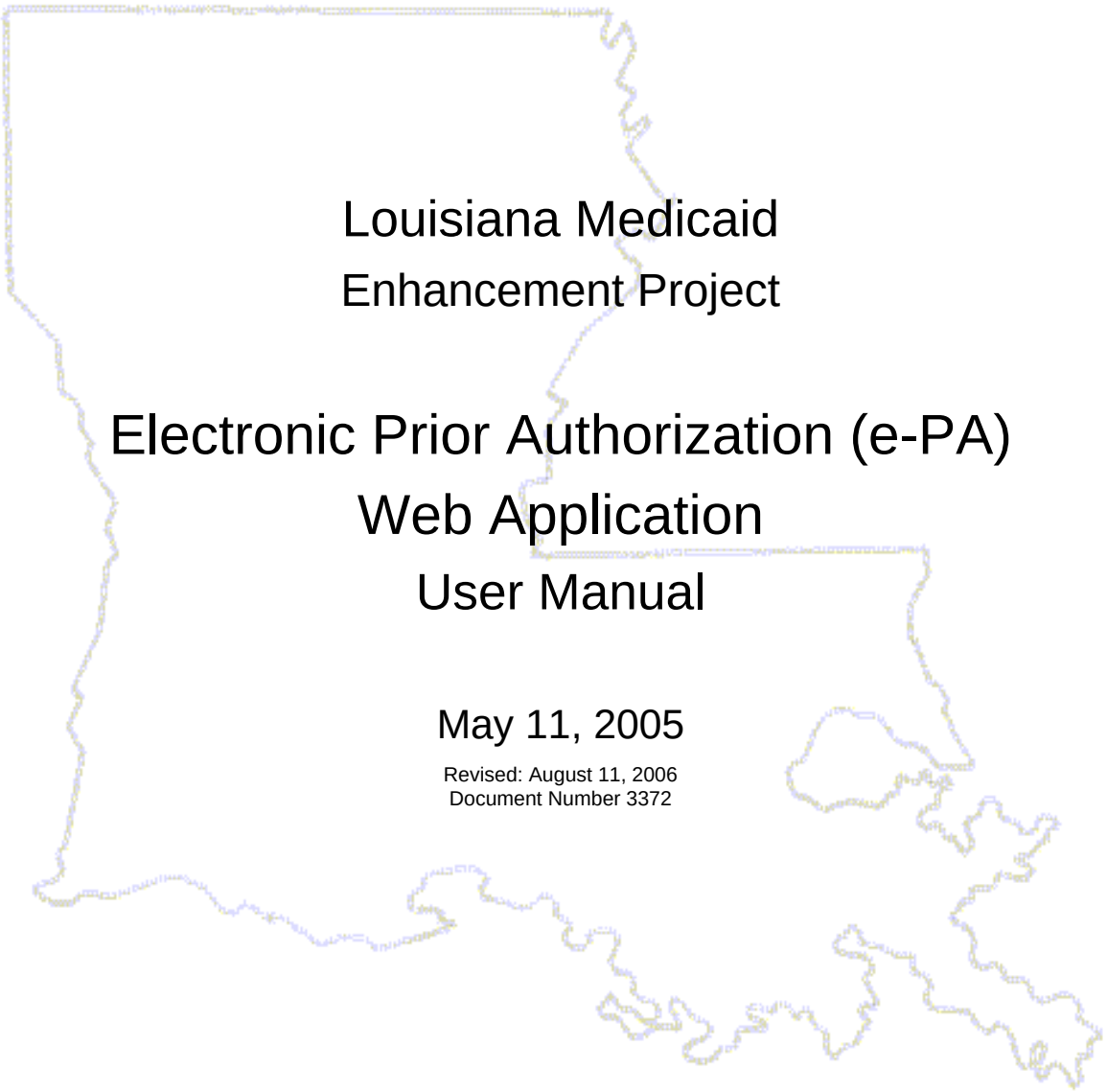

Louisiana Medicaid

Enhancement Project

Electronic Prior Authorization (e-PA) Web Application

User Manual

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Change Tracking Log

Change Date	Changed By	Change Description	Source Type	Name of Source Doc.
6/1/05	S Clark	Added bolded note to Section 1.0, page 1 that reconsiderations cannot be done through the e-PA application.	e-mail	RE:Enh 11, 90 e-PA Operations Reference Guide, P. Misner's last comment.msg.
7/25/06	C Stickney	Updated manual and added Recon info	Document	Lift 3372 Test Plan
8/11/06	C Stickney	Inserted new screens on pages 5, 9, 11, 14, and 19	ePA Application	ePA
9/26/06	C Stickney	Made corrections to pages 1, 10, 17 and 18	e-mail	RE: Lift 3372 – updated ePA User Manual
11/17/06	C Stickney	Corrected spelling error page 9 & TOC	e-mail	FW:ePA User Manual

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1.0 OVERVIEW

The Electronic Prior Authorization (e-PA) Web Application provides a secure, web based tool for providers to submit prior authorization (PA) requests and to view the status of previously submitted requests. This tool is intended to eliminate the need for hard-copy paper PA requests as well as provide a more efficient and timely method of receiving PA request results. Each day, the Unisys Prior Authorization department will review and determine the approval/denial status of PA requests. The resulting decisions will be updated on a nightly basis back to the e-PA web application. This enables the provider to see the decision for a PA request the following business day after the status was determined.

The requirement to submit standard supporting documentation to the Unisys Prior Authorization department remains unchanged. This user manual describes how both tasks are accomplished using the e-PA web application.

The e-PA application is accessible to all providers who have a computer with Internet access using a recent version of either Netscape Navigator or Internet Explorer browser software. Providers must establish a valid online account with Louisiana Medicaid, complete with a valid login ID and password, in order to access the web-based application. Attachment A includes specific instructions for obtaining an online provider account.

Providers who do not have access to a computer and/or fax machine will not be able to utilize the web application. However, prior authorization requests will continue to be accepted and processed using the current hard-copy PA submission methods.

Access to the application is limited to the follow provider types:

01 -Inpatient
05 -Rehabilitation
06 -Home Health
09 -DME
10 -Adult Dental [to be implemented at a later date]
11 -EPSDT Dental [to be implemented at a later date]
12 -EPSPW Dental [to be implemented at a later date]
14 -EPSDT PCS
20 -Physician PT
99 -Other

The steps below provide a basic high-level overview of what is required to submit a PA request using the e-PA application. Detailed step-by-step instructions are listed in Section 3.0 of this document.

1. Enter the secured provider area of the LAMedicaid.com website
2. Select the Electronic Prior Authorization application link
3. Select PA Request
4. Enter the recipient's 13-digit Medicaid ID number and date of birth
5. Select the type of PA request
6. Select the Submit button
7. Complete the PA Request Entry page & select the Submit button
8. Print the PA Request Entry (response) page
9. Using the PA Request Entry (response) page printout, fax the request and the supporting documentation to the number indicated on the response page. Unisys e-PA Fax Number: 225.927.6536
10. Once the documentation has been faxed to Unisys, it will be cross-referenced back to the original electronic request so that the PA staff can view the supporting documentation on-line while reviewing the PA request.

----------Important Note ----------

If the supporting documentation is not faxed to Unisys or the PA Request Entry (response) page is not used as a cover sheet or is un-readable, then the request will remain in a Pending Review status and will not be processed by the Unisys PA department. To identify whether or not the supporting documentation was received and processed without error, the provider can view the PA Entry Request (response) page (presented in Section 3.0 of this document) and review the Encounter # field at the bottom of the page. If this number is Zero (0), then the attachments have not been received or were not appropriately matched to the original request. Reprint the PA Entry Request (response) page and re-fax it and the supporting documentation again. If the faxed documentation is received and processed correctly, the encounter number field will reflect this change one business day after the documents were faxed.

2.0 ACCESSING THE APPLICATION

This section of the User Manual provides information on how to access the e-PA application including how to establish an online account with Louisiana Medicaid, complete with a valid login and password, and how to complete the login ID and password process.

Prior to initial use of the e-PA web application, the web browser setup must be configured. Using a web browser, such as Internet Explorer (v4.0 or higher) ensures that the latest updates to the e-PA application are displayed to the user.

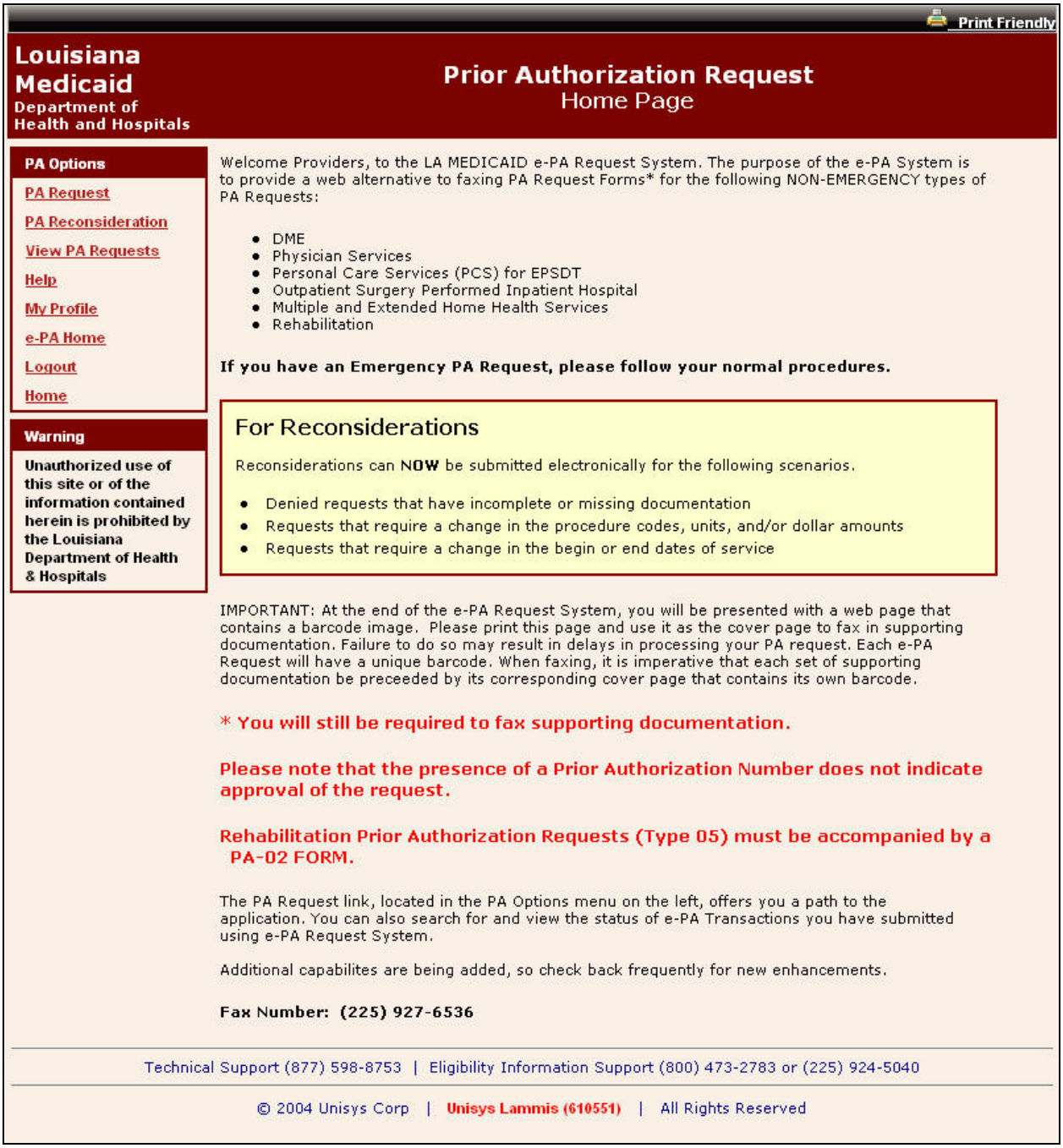
The Louisiana Department of Health and Hospitals (DHH) determines who is an authorized user defining all user access capabilities. Directions for establishing a valid online provider account are available on the Louisiana Medicaid website at www.lamedicaid.com or www.lmmis.com. The **Provider Web Account Registration Instructions** link located on the left side of the Louisiana Medicaid main menu contains the instructions for setting up an online account.

Providers who are experiencing difficulty in establishing an account may contact the Unisys **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 lasupport@unisys.com.

To access the main menu and the e-PA application, open your web browser and enter the URL for the Louisiana Medicaid main menu www.lamedicaid.com or www.lmmis.com. Click on the **Provider Login** button and then log-on to the Provider applications Area using your Louisiana Medicaid Provider ID and your registered login and password.

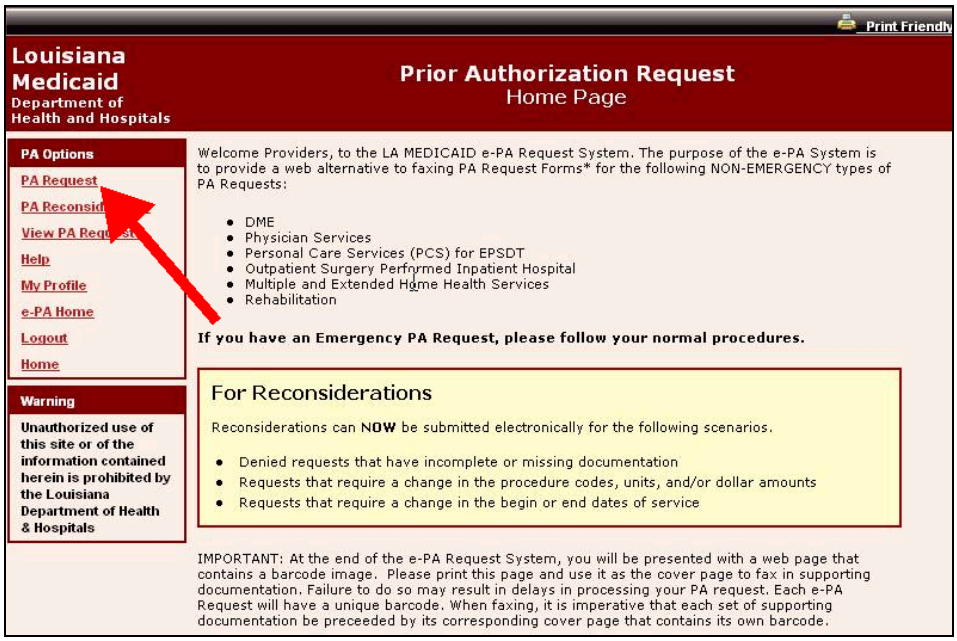
The **Provider Applications Area** screen is displayed. Select the **Electronic Prior Authorization** hyperlink.

The **Louisiana Medicaid Prior Authorization Request Home Page** is displayed.

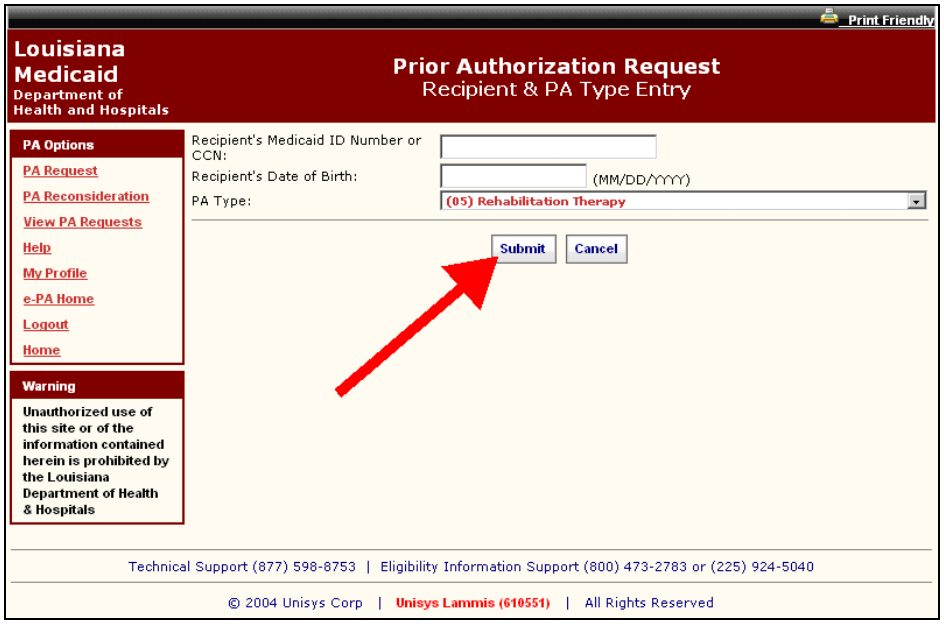


3.0 PA REQUEST ENTRY

Select the **PA Request** link located in the upper left side of the main application page.

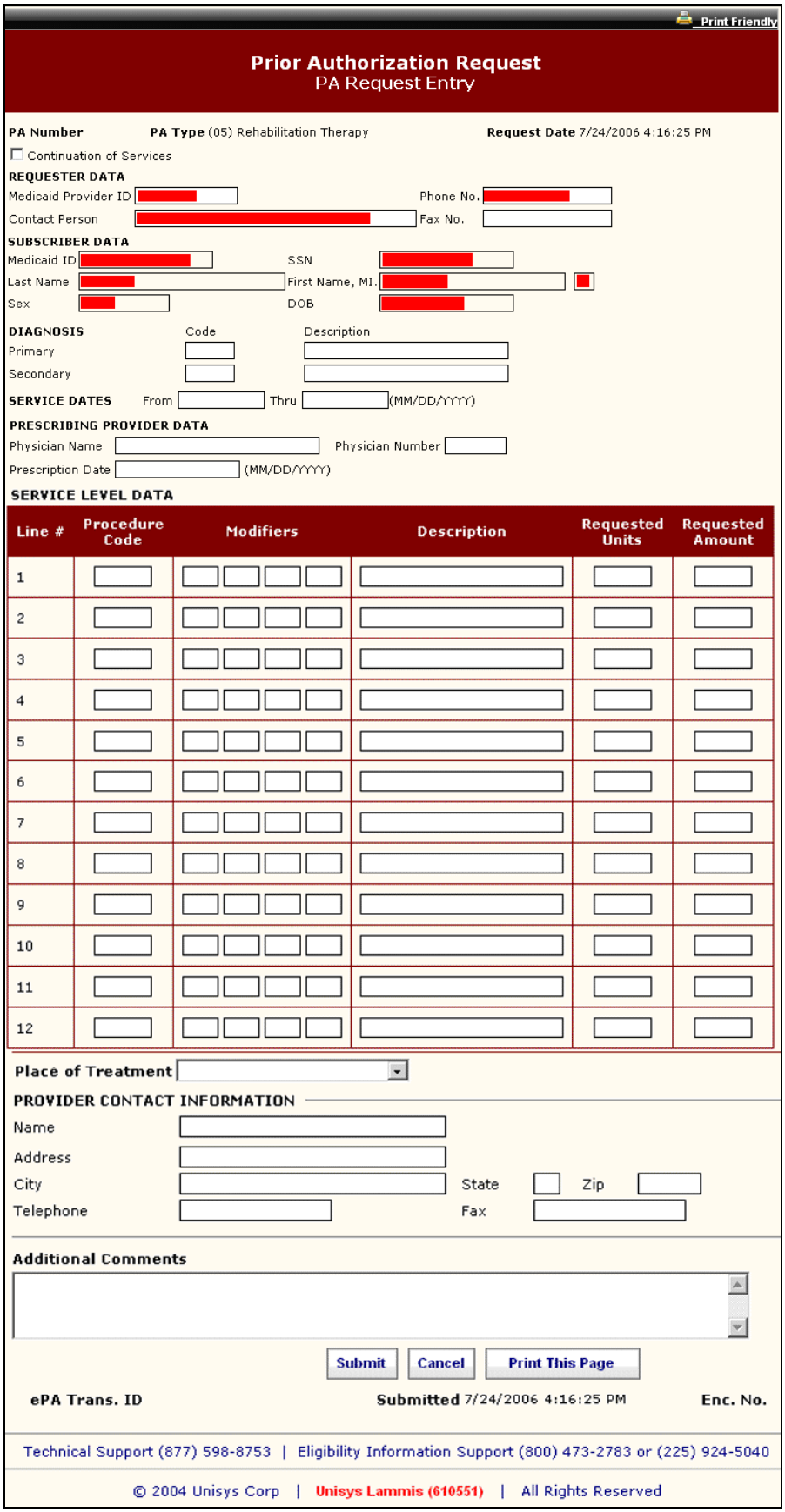


The **Recipient & PA Type Entry** page will be displayed.



On the **Recipient & PA Type Entry** page, enter the **Recipient's Medicaid ID number or CCN** and the **Recipient's Date of Birth** in the appropriate boxes. In the **PA Type** drop-down list, select the type of PA request, then select the **Submit** button. The **PA Request Entry** page will be displayed. If you wish to discontinue the request, click the Cancel button and you will be returned to the e-PA home page.

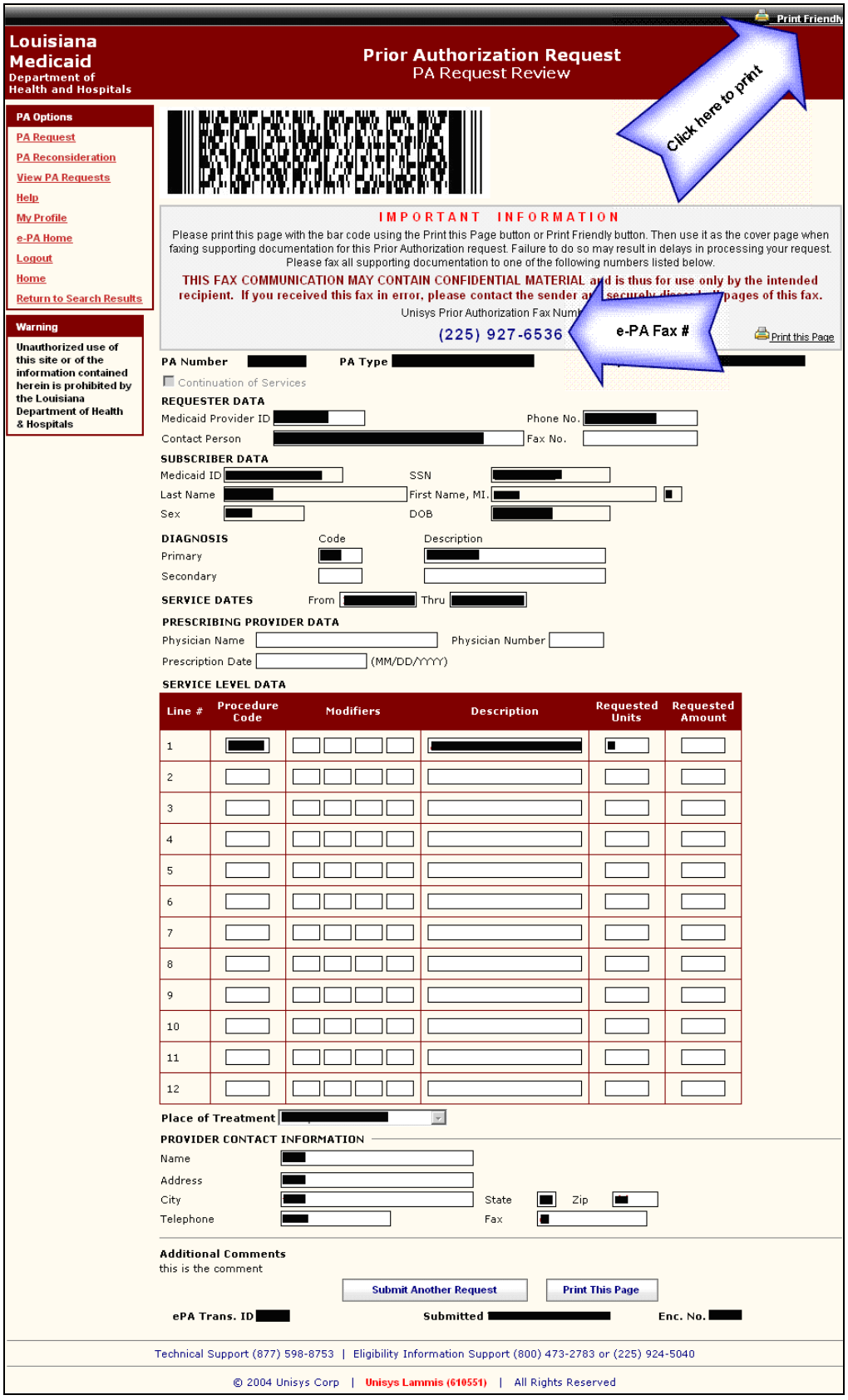
On the **PA Request Entry** page, enter the appropriate information as you would for any standard PA request. If you have failed to fill in all the required fields, the application will present a user-friendly pop-up box, listing the required fields that must still be entered. Once you have completed all the required fields, select the **Submit** button at the bottom of the page. The **PA Request Review** page will then be displayed.



The **PA Request Review** page will be displayed with a header at the top that includes a bar code. This bar code will allow Unisys to match the faxed supporting documentation back to the original electronic PA request.

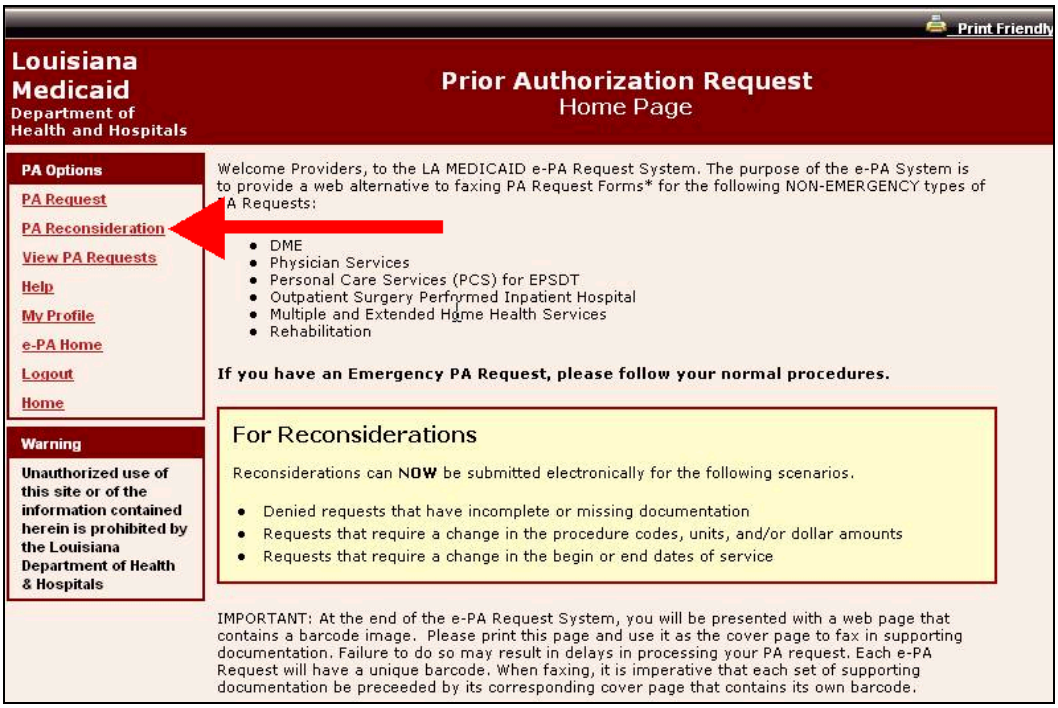
Print the page using the **Print Friendly** link at the top.

Using the printed version of the **PA Request Review** page as a cover sheet, fax the request and the supporting documentation to the fax number indicated in the response header.

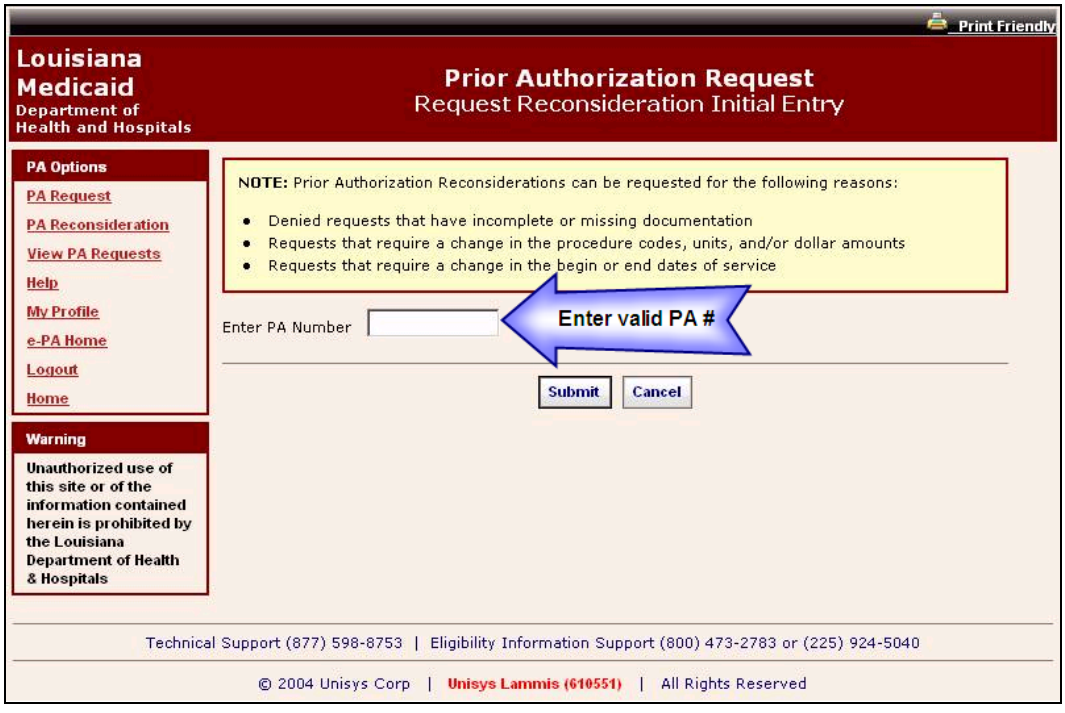


4.0 PA RECONSIDERATION

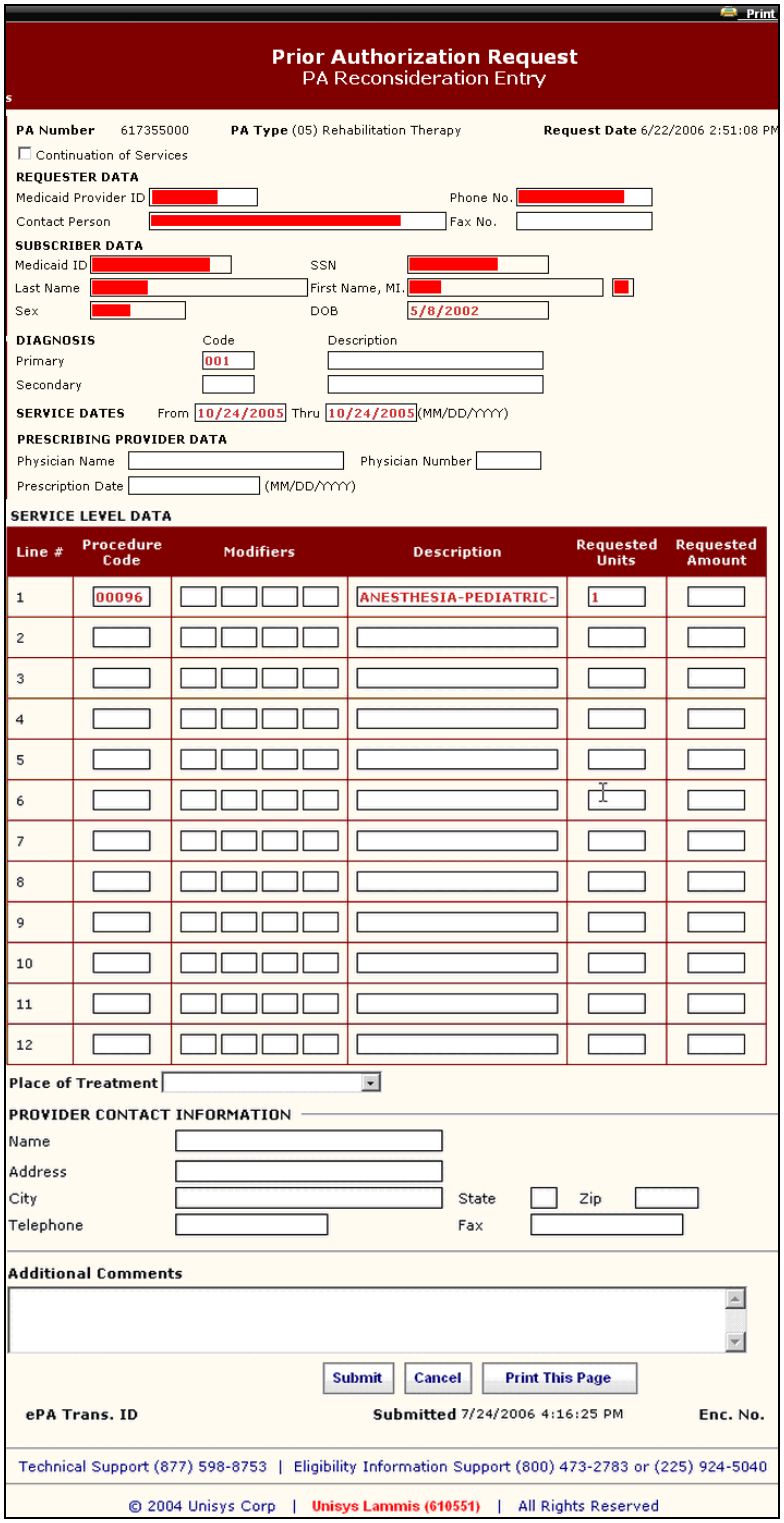
Use the **PA Reconsideration** link on the **PA Options** Menu to access the **PA Request Reconsideration Initial Entry** screen.



The **Request Reconsideration Initial Entry** screen is displayed. Enter a valid PA Number and click on the **Submit** button.



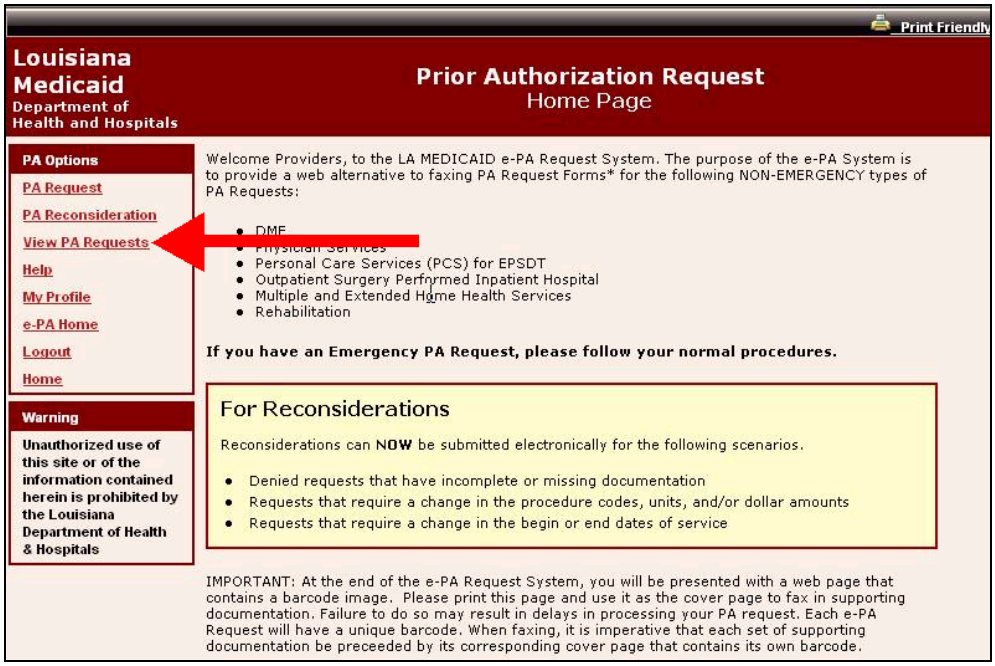
Once the provider has entered a PA Number into the **PA Reconsideration Initial Entry** screen or has selected to submit a reconsideration from the **PA Request Review** screen, the **PA Reconsideration Entry** screen will be displayed. All the original information, including deny codes and comments will be displayed on this screen. Providers can update the information and submit the reconsideration.



5.0 PA REQUEST SEARCH

The search screen allows a provider to search for a Prior Authorization Request. Once a provider locates a PA, they can review the PA information using the PA Request Review screen. From the review screen they can also submit a reconsideration.

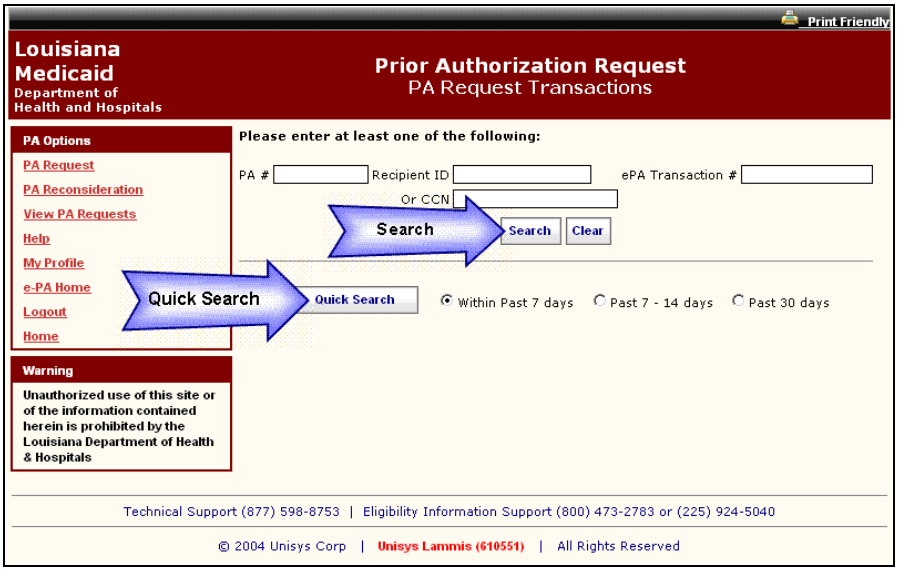
Select the **View PA Requests** link on the left side of the **Home Page**.



The **PA Request Transactions** page will be displayed.

From the **PA Request Transactions** page, you can search for a PA request by **PA Number**, **Recipient ID**, **CCN**, or **e-PA Transaction Number**.

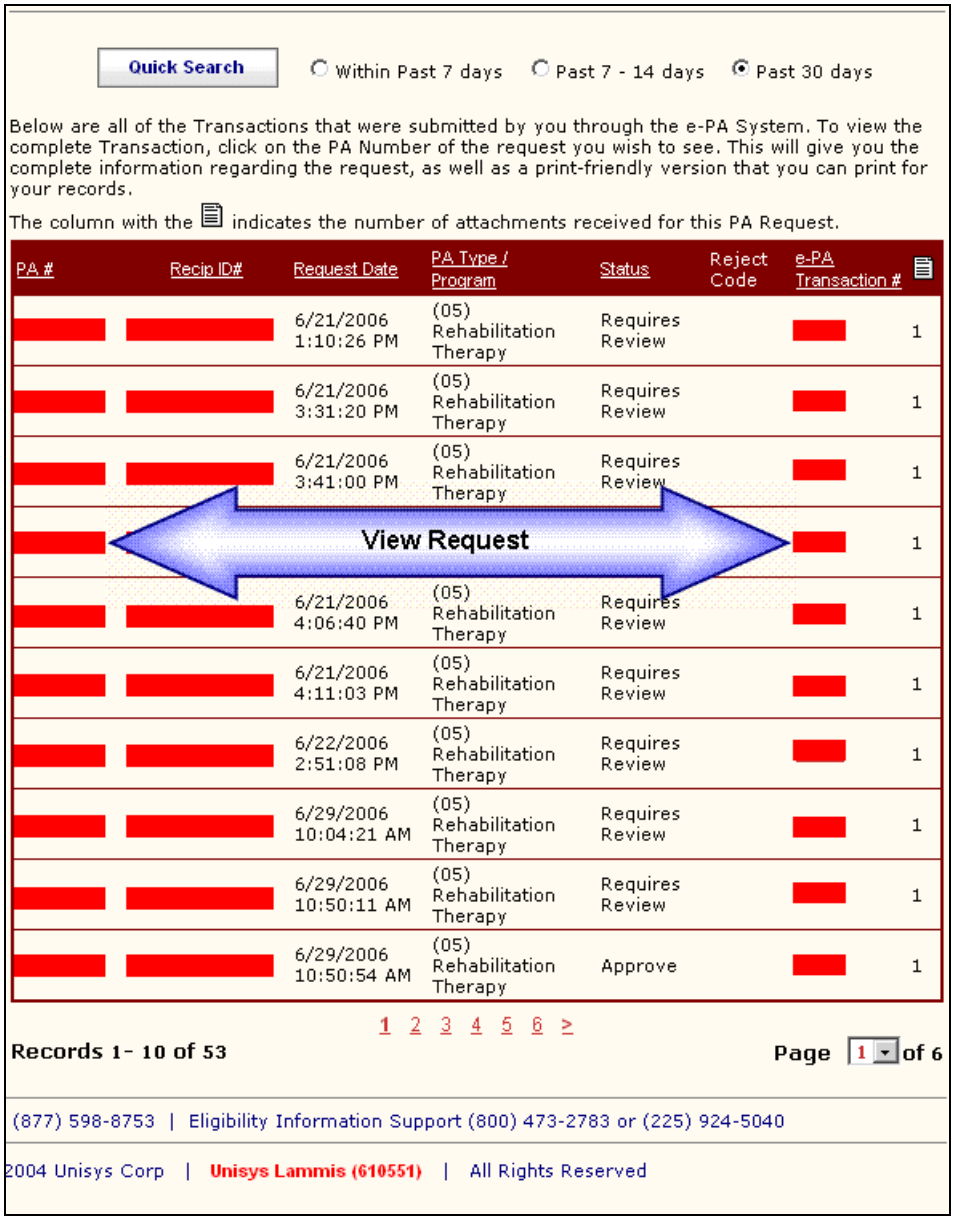
Enter the appropriate information in any of these four fields and then select the **Search** button. (Located directly below the CCN input field.)



A **Quick Search** is also available that will search for PA requests entered in the current week, the previous week, or the current month. Select the appropriate time period you wish to search for and select the **Quick Search** button.

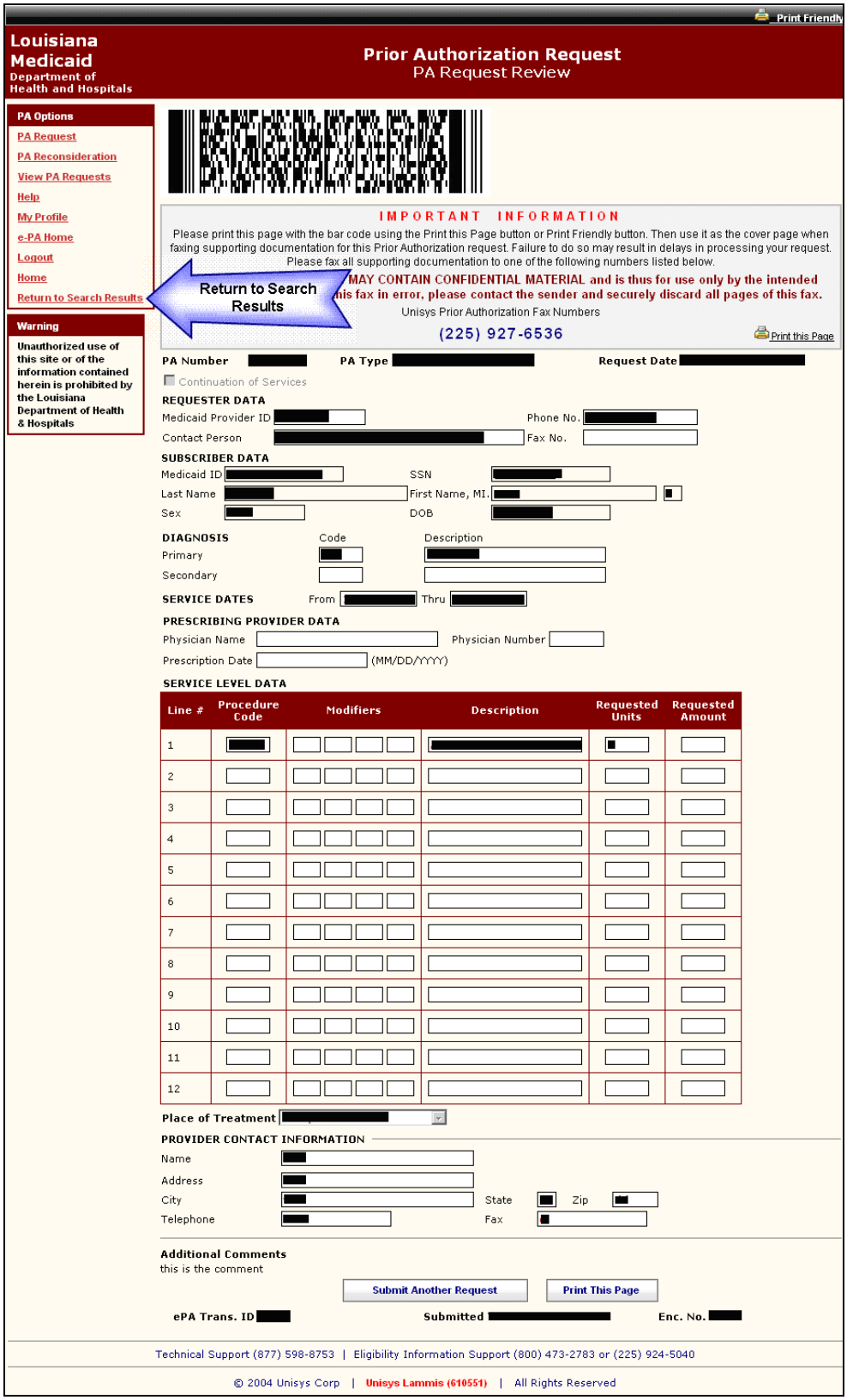
Once a search has been submitted the page will be re-displayed listing all of the PA requests that were found matching the search criteria.

This list is where the status of the PA request can be checked. When a request has been submitted, the default in the **Status** column will be **Requires Review**. Once the request has been approved, this column will show **Approve**. If the request is denied, then the column will show **Denied** and the **Reject Code** column will indicate the PA reject reason code.



When either the **PA Number** in the far left column or the **e-PA Transaction ID** on the far right column of the list is clicked, the **PA Request Review** screen will be displayed. This is the same page that is presented when the original request was entered.

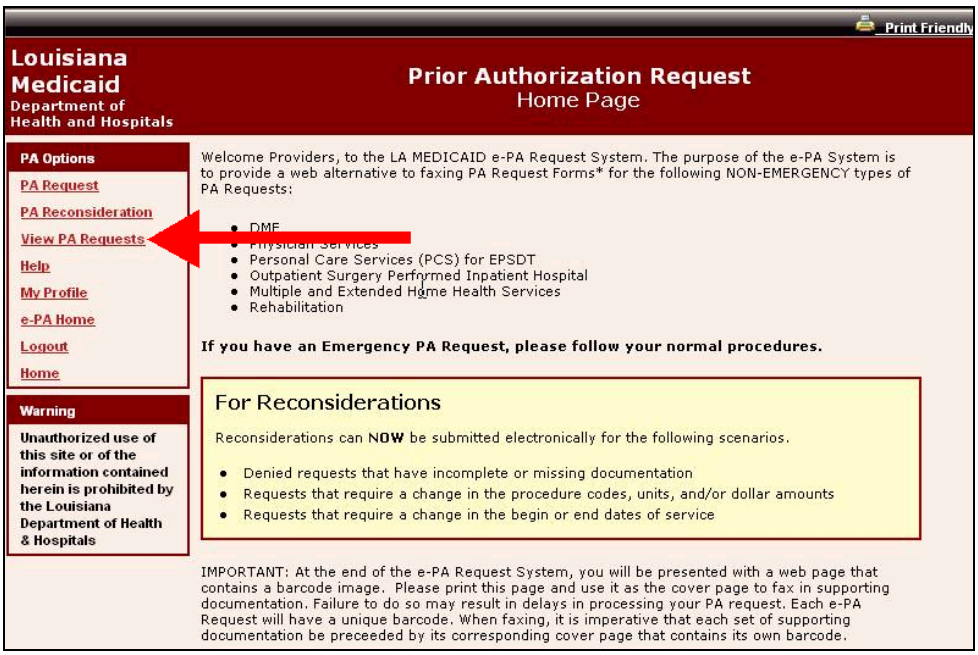
To return to your search, select the **Return to Search Results** link on the left side of the page.



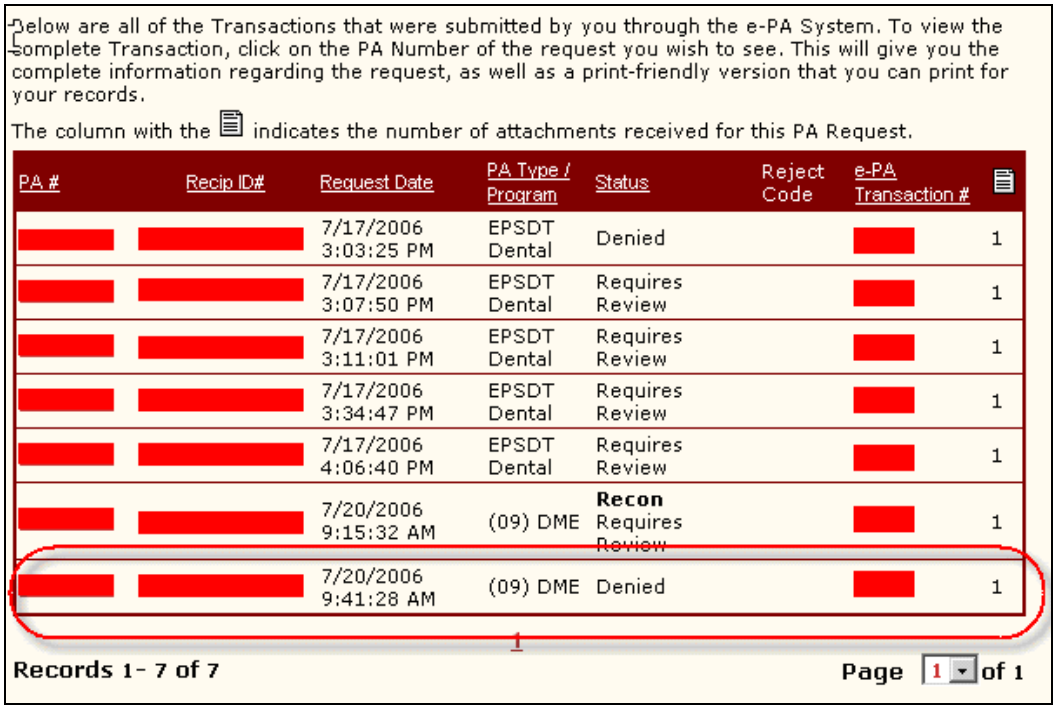
6.0 PA RECONSIDERATION TRANSACTION HISTORY

When a PA Reconsideration has been entered, additional information and functionality is available on the View PA Requests screen and PA Entry screen. To modify and review Reconsideration information, complete the following steps:

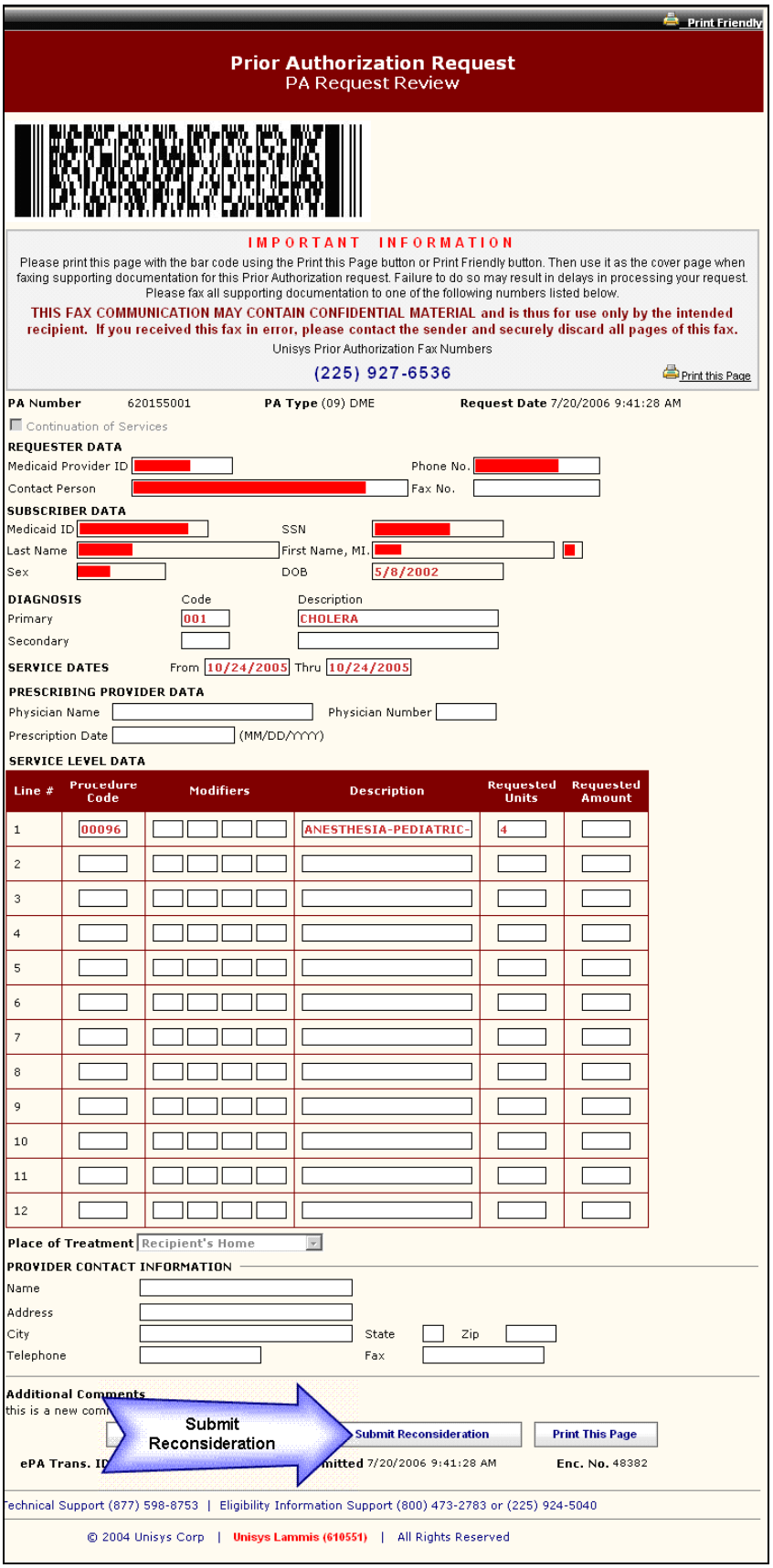
Search for an approved or denied PA Request using the **View PA Requests** link in the PA Options menu.



Once the results appear, locate an approved or denied PA Request and click on the PA Number to review the request.



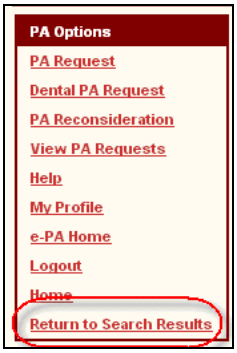
The PA Request Review screen will appear.



Click on the **Submit Reconsideration** button.

A new PA Request Entry screen will appear. Edit the information and submit the **Reconsideration Request** by clicking the **Save Reconsideration** button at the bottom of the screen.

Once saved, a Reconsideration History block will be available on the **PA Request Review** screen. Click the PA Reconsideration ID to view the previously entered information.

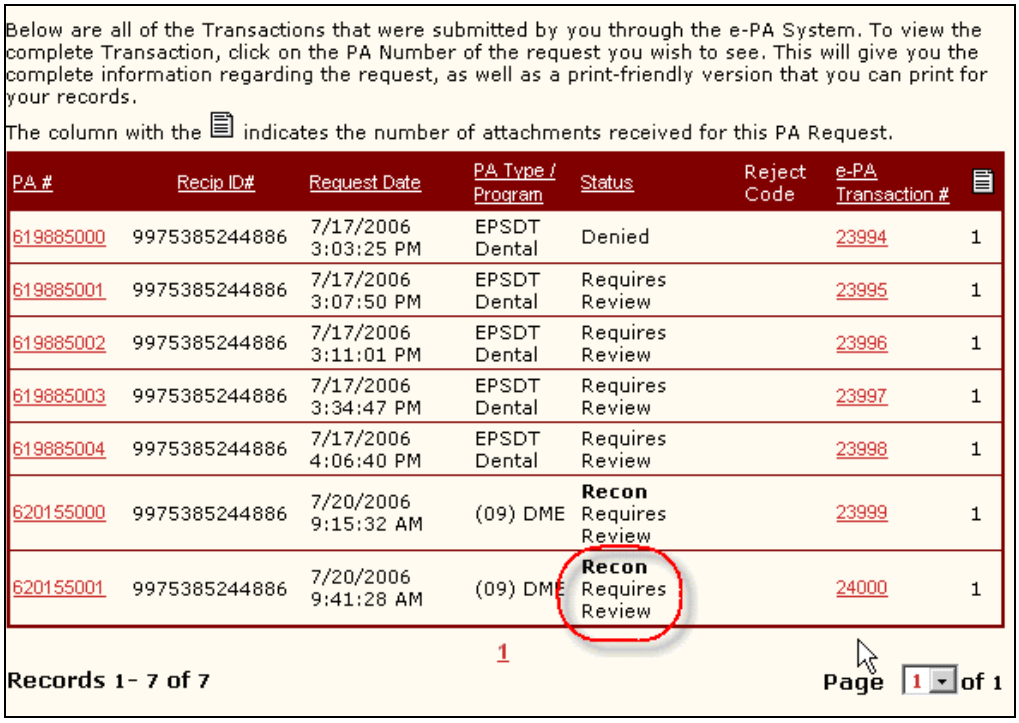


Click on the **Return to Search Results** on the PA Options menu.

The status of the PA Request is now

Recon Requires Review

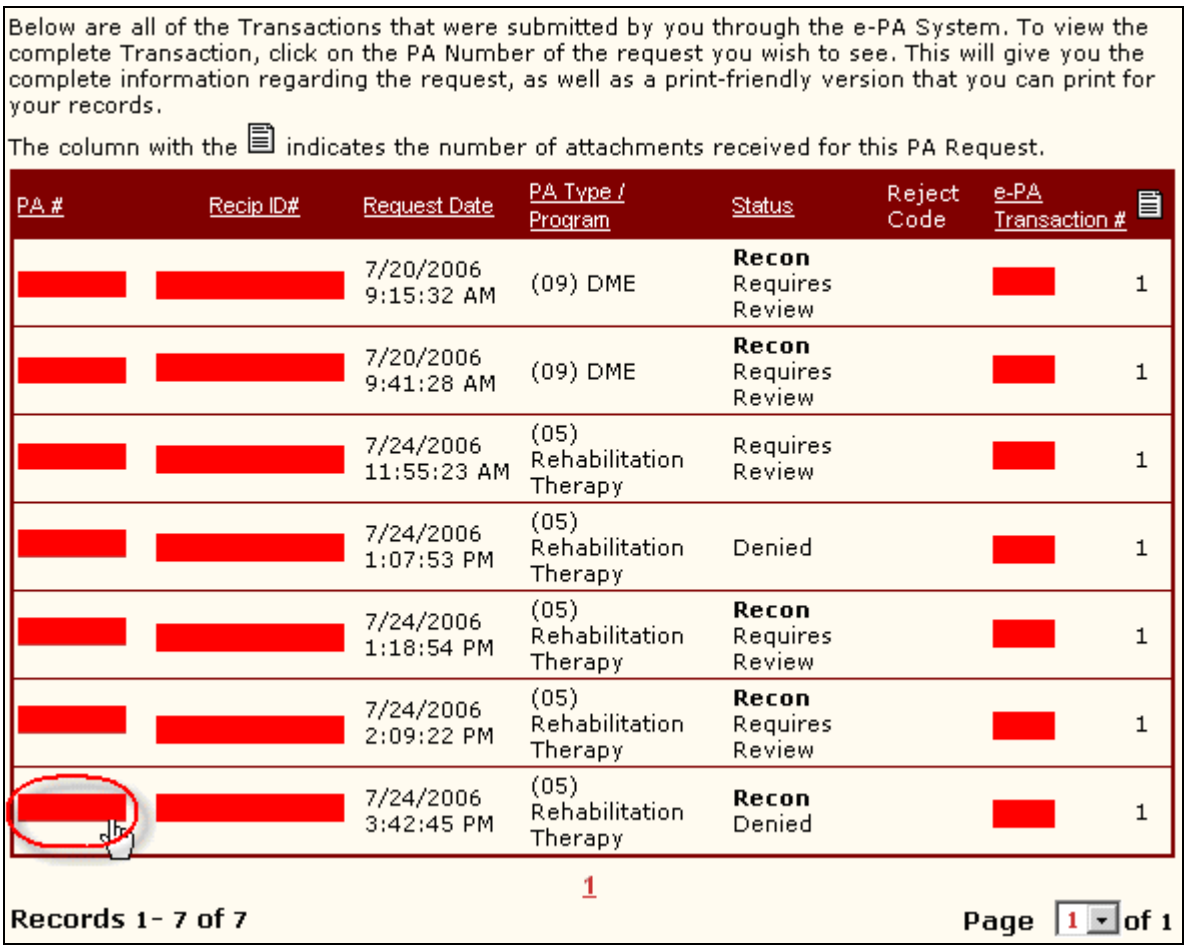
notifying the provider that their reconsideration has been entered and is waiting review.



7.0 MAXIMUM RECONSIDERATIONS

A provider may not submit more than 3 reconsiderations for each prior authorization request. A message will be displayed at the bottom of the screen when the provider reviews a PA Request that has reached the maximum number of reconsiderations allowed.

To view the message, click the **View PA Requests** from the PA Options menu and do a search for requests.



Below are all of the Transactions that were submitted by you through the e-PA System. To view the complete Transaction, click on the PA Number of the request you wish to see. This will give you the complete information regarding the request, as well as a print-friendly version that you can print for your records.

The column with the indicates the number of attachments received for this PA Request.

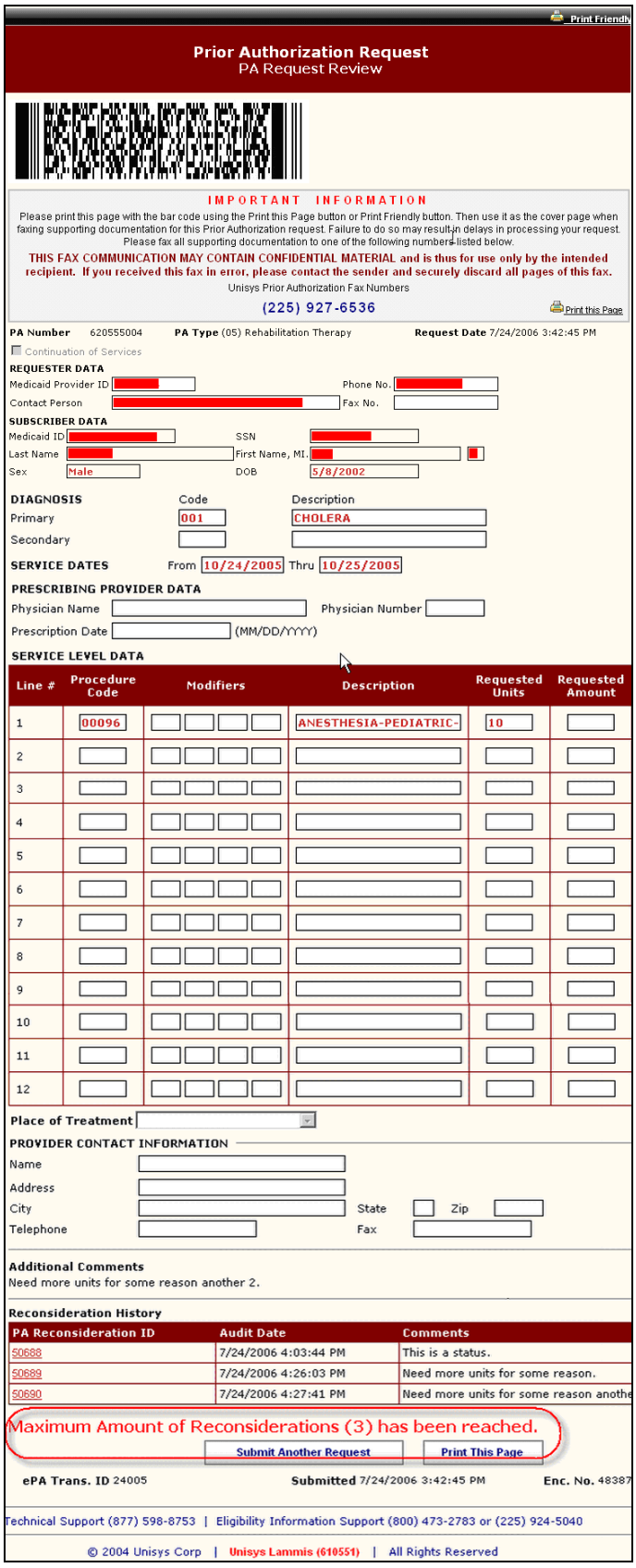
PA #	Recip ID#	Request Date	PA Type / Program	Status	Reject Code	e-PA Transaction #	
[redacted]	[redacted]	7/20/2006 9:15:32 AM	(09) DME	**Recon** Requires Review		[redacted]	1
[redacted]	[redacted]	7/20/2006 9:41:28 AM	(09) DME	**Recon** Requires Review		[redacted]	1
[redacted]	[redacted]	7/24/2006 11:55:23 AM	(05) Rehabilitation Therapy	Requires Review		[redacted]	1
[redacted]	[redacted]	7/24/2006 1:07:53 PM	(05) Rehabilitation Therapy	Denied		[redacted]	1
[redacted]	[redacted]	7/24/2006 1:18:54 PM	(05) Rehabilitation Therapy	**Recon** Requires Review		[redacted]	1
[redacted]	[redacted]	7/24/2006 2:09:22 PM	(05) Rehabilitation Therapy	**Recon** Requires Review		[redacted]	1
[redacted]	[redacted]	7/24/2006 3:42:45 PM	(05) Rehabilitation Therapy	**Recon** Denied		[redacted]	1

1

Records 1- 7 of 7 Page 1 of 1

Select a PA to view.

A **PA Request Review** screen will appear.



The message will be displayed at the bottom of the screen:

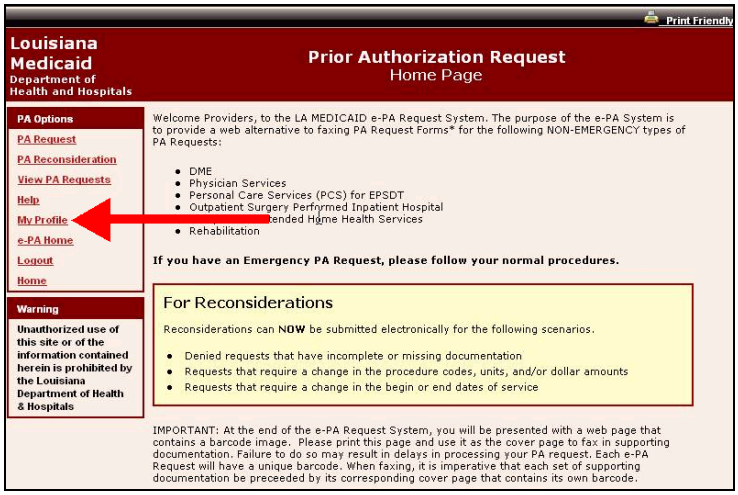
"Maximum amount of Reconsiderations (3) has been reached"

8.0 CONFIGURING THE E-PA APPLICATION

The e-PA web based application allows for the customization of the PA Type pull down menu that appears on the **PA Recipient & Type Entry** screen described in Section 3.0 of this document.

To customize the PA Type select list, do the following:

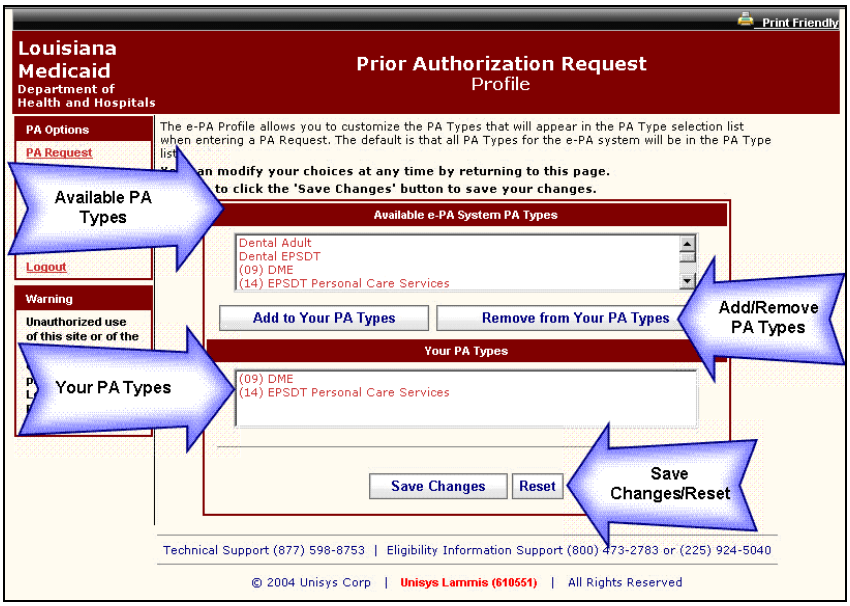
Click the **My Profile** link on the left side of the main page.



The Profile page will open.

The scrolling list box in lower portion of the page labeled **Your PA Types** shows which PA types will be displayed in the select list.

To add a **PA Type** to the pull down menu, click once on the PA type you wish to add from the list in the upper portion of the page labeled **Available e-PA System PA Types**, and then select the **Add To Your PA Types** button. The page will be refreshed to show your changes.



To remove PA Types from the select list, within the **Your PA Types** box, click once on the PA Type you wish to remove, and then select the **Remove from Your PA Types** button. The page will be refreshed to show your changes.

Repeat until you have completed adding or removing PA Types. Select the **Save Changes** button at the bottom of the page. This will save all your changes.

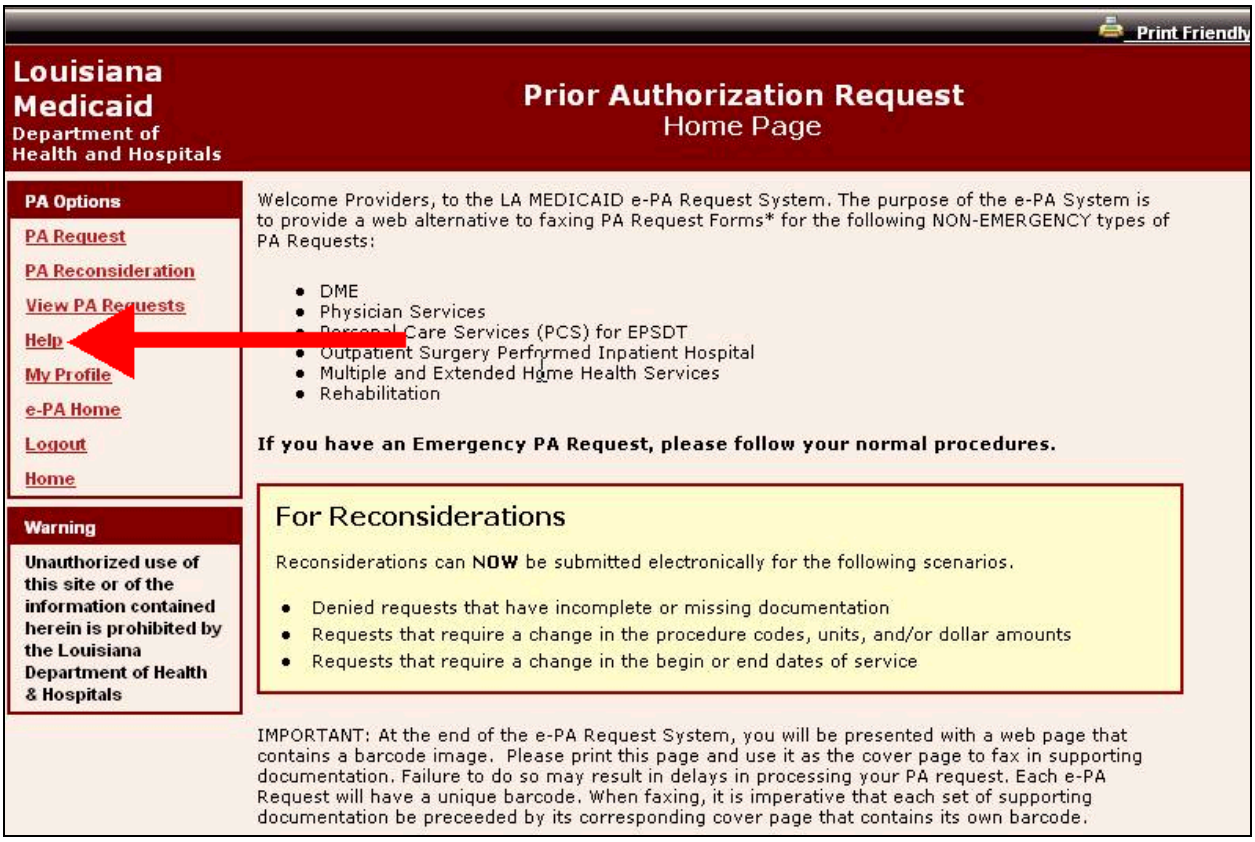
If after you have made changes, but have not yet selected the Save Changes button, you may cancel the changes you made by selecting the **Reset** button.

The changes made to the **PA Types** indicated on the **My Profile** page will be reflected in the **Recipient & PA Type Entry** page that appears immediately after clicking the **PA Request** link on the **PA Options** menu.

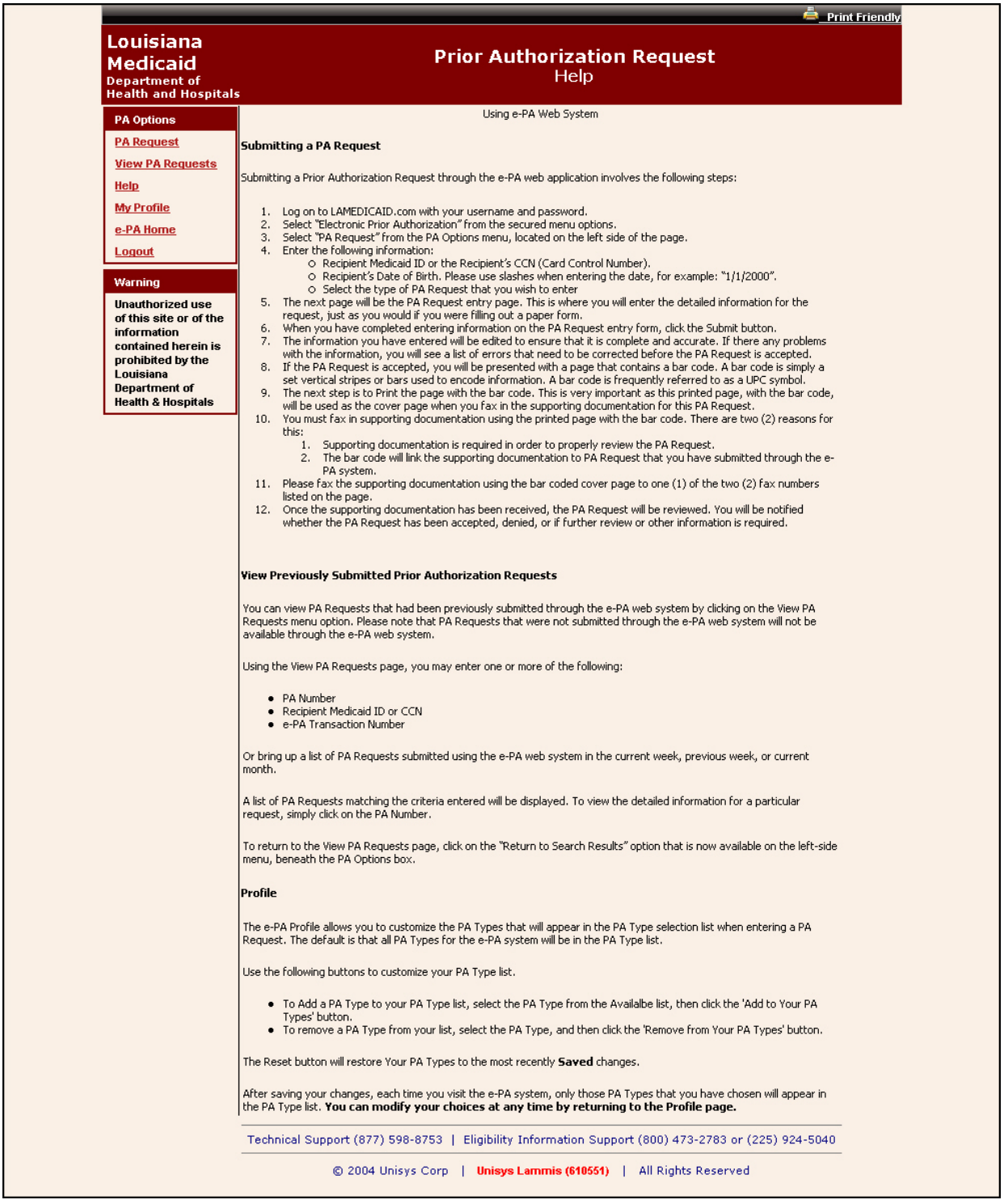
9.0 VIEWING THE ON-LINE HELP PAGE

In addition to this document, the e-PA application also provides a brief online help page offering basic instructions and tips on using the application.

To view this help page, select the **Help** link on the left side of the main page.



The **Help** page provides general information on how to use the application as well as some basic reminders.



Print Friendly

Louisiana Medicaid
Department of Health and Hospitals

Prior Authorization Request
Help

PA Options
- PA Request
- View PA Requests
- Help
- My Profile
- e-PA Home
- Logout

Warning

Unauthorized use of this site or of the information contained herein is prohibited by the Louisiana Department of Health & Hospitals

Using e-PA Web System

Submitting a PA Request

Submitting a Prior Authorization Request through the e-PA web application involves the following steps:

1. Log on to LAMEDICAID.com with your username and password.
2. Select "Electronic Prior Authorization" from the secured menu options.
3. Select "PA Request" from the PA Options menu, located on the left side of the page.
4. Enter the following information:
   - Recipient Medicaid ID or the Recipient's CCN (Card Control Number).
   - Recipient's Date of Birth. Please use slashes when entering the date, for example: "1/1/2000".
   - Select the type of PA Request that you wish to enter
5. The next page will be the PA Request entry page. This is where you will enter the detailed information for the request, just as you would if you were filling out a paper form.
6. When you have completed entering information on the PA Request entry form, click the Submit button.
7. The information you have entered will be edited to ensure that it is complete and accurate. If there any problems with the information, you will see a list of errors that need to be corrected before the PA Request is accepted.
8. If the PA Request is accepted, you will be presented with a page that contains a bar code. A bar code is simply a set vertical stripes or bars used to encode information. A bar code is frequently referred to as a UPC symbol.
9. The next step is to Print the page with the bar code. This is very important as this printed page, with the bar code, will be used as the cover page when you fax in the supporting documentation for this PA Request.
10. You must fax in supporting documentation using the printed page with the bar code. There are two (2) reasons for this:
    1. Supporting documentation is required in order to properly review the PA Request.
    2. The bar code will link the supporting documentation to PA Request that you have submitted through the e-PA system.
11. Please fax the supporting documentation using the bar coded cover page to one (1) of the two (2) fax numbers listed on the page.
12. Once the supporting documentation has been received, the PA Request will be reviewed. You will be notified whether the PA Request has been accepted, denied, or if further review or other information is required.

View Previously Submitted Prior Authorization Requests

You can view PA Requests that had been previously submitted through the e-PA web system by clicking on the View PA Requests menu option. Please note that PA Requests that were not submitted through the e-PA web system will not be available through the e-PA web system.

Using the View PA Requests page, you may enter one or more of the following:

- PA Number
- Recipient Medicaid ID or CCN
- e-PA Transaction Number

Or bring up a list of PA Requests submitted using the e-PA web system in the current week, previous week, or current month.

A list of PA Requests matching the criteria entered will be displayed. To view the detailed information for a particular request, simply click on the PA Number.

To return to the View PA Requests page, click on the "Return to Search Results" option that is now available on the left-side menu, beneath the PA Options box.

Profile

The e-PA Profile allows you to customize the PA Types that will appear in the PA Type selection list when entering a PA Request. The default is that all PA Types for the e-PA system will be in the PA Type list.

Use the following buttons to customize your PA Type list.

- To Add a PA Type to your PA Type list, select the PA Type from the Availalbe list, then click the 'Add to Your PA Types' button.
- To remove a PA Type from your list, select the PA Type, and then click the 'Remove from Your PA Types' button.

The Reset button will restore Your PA Types to the most recently **Saved** changes.

After saving your changes, each time you visit the e-PA system, only those PA Types that you have chosen will appear in the PA Type list. **You can modify your choices at any time by returning to the Profile page.**

Technical Support (877) 598-8753 | Eligibility Information Support (800) 473-2783 or (225) 924-5040