



Louisiana Medicaid Management Information System (LMMIS)

Optional State Supplement (OSS) Checks Provider User Guide

September 6, 2007

Version 1.7.2

UNISYS and the Louisiana Department of Health and Hospitals

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PROJECT INFORMATION

Document Title	Louisiana Medicaid Management Information System (LMMIS) –OSS Checks Provider User Guide	
Author	QA, Unisys	
	Revision History	
Date	Description of Change	By
July 25, 2007	Initial draft	Amy Landry
August 2, 2007	Incorporated updated screen shots	Amy Landry
August 22, 2007	Incorporated updated screen shots	Amy Landry
August 27, 2007	<p>Inserted changes that were requested by DHH on August 24, 2007 conference call. Add page numbers. 1.1 Rephrase Note for when there are no remits. Add a screen shot showing no remits. 1.1 pg 8 Add sentence “This screen allows the provider to save and/or print their statement.” Add sentence “If the recipient becomes eligible to receive this payment after the third to last working day of the month, then they will not receive the payment until the following month.” 1.1 pg 9 Add titles “Download Process” and “Print Process.” 1.1 pg 10 Add the word “search” after “View Remittance Advice Statements.” 1.2 Add sentence “Payments need to be returned if a recipient has moved from your facility or the recipient is now deceased.” Add sentence “All returned payments should be handled electronically.”</p>	Amy Landry
August 28, 2007	<p>1.0 Add screen shot of lamedicaid.com home page and show the provider where to log into the provider secure site and then click on the OSS application. 2.0 pg 10 Add “Download user manual” and “Download OSS Check-Write Schedule” Pg 12 Added note back. Pg 14 Change to read “contact your parish office.” Add sentence “(This is the cut off for the OSS payment for that month.)” Pg 15 Move download instructions to below the screenshot. 2.2 Rephrase sentence: “The Payment Time Key is the month the check was processed.” Pg 18 Add sentence: “No hardcopy checks are to be submitted to DHH, all return payments should be done using the electronic return process.”</p>	
August 28, 2007	<p>Updated this table with change requests. 1.2 Move “To return a payment” section to following page. Pg 18 Indent “electronic” to fall under the “N”</p>	

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<p>August 29, 2007</p>	<p>Changed screen shots on pages 11, 12, 13, 14, 15, 17 Changed verbiage on page 15 to "...is determined to be eligible for an OSS check" Pg 19 Rephrased #1: added "the exact" and added "for the recipient" Pg 20 Added "history" and "for the individual recipient"</p>	
<p>August 30, 2007</p>	<p>2.1 Added "verify that this is correct and request a payment for the next OSS check-write." 2.2 Added "NOTE: This page should always be printed when a return payment is entered. This documentation will be required when an audit is done at your facility."</p>	
<p>September 6, 2007</p>	<p>Added statement about NOT returning money to DHH in Section 2.2, How to Return a Payment</p>	<p>Jeff Raymond</p>

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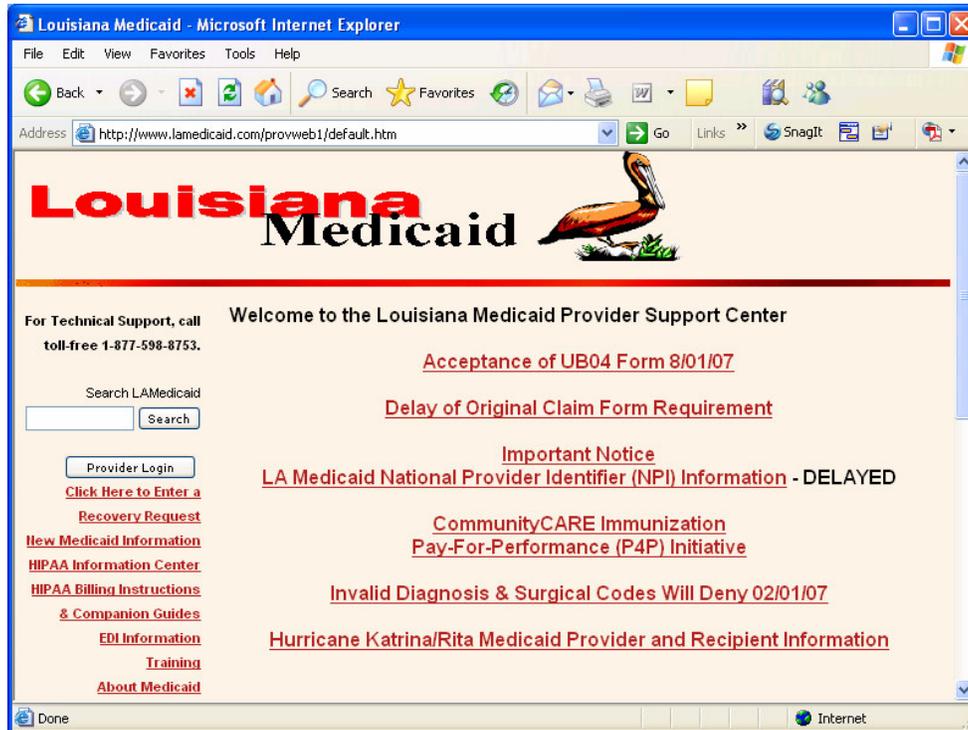
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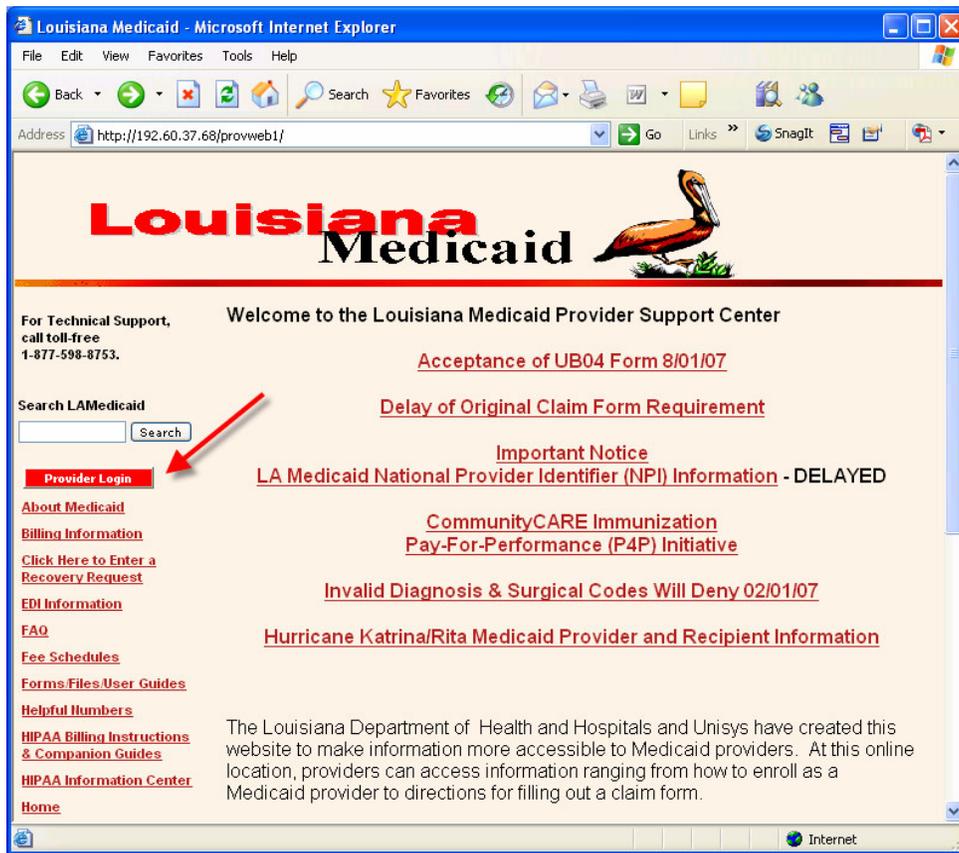
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1.0 ACCESSING THE OSS CHECKS WEB INTERNET APPLICATION

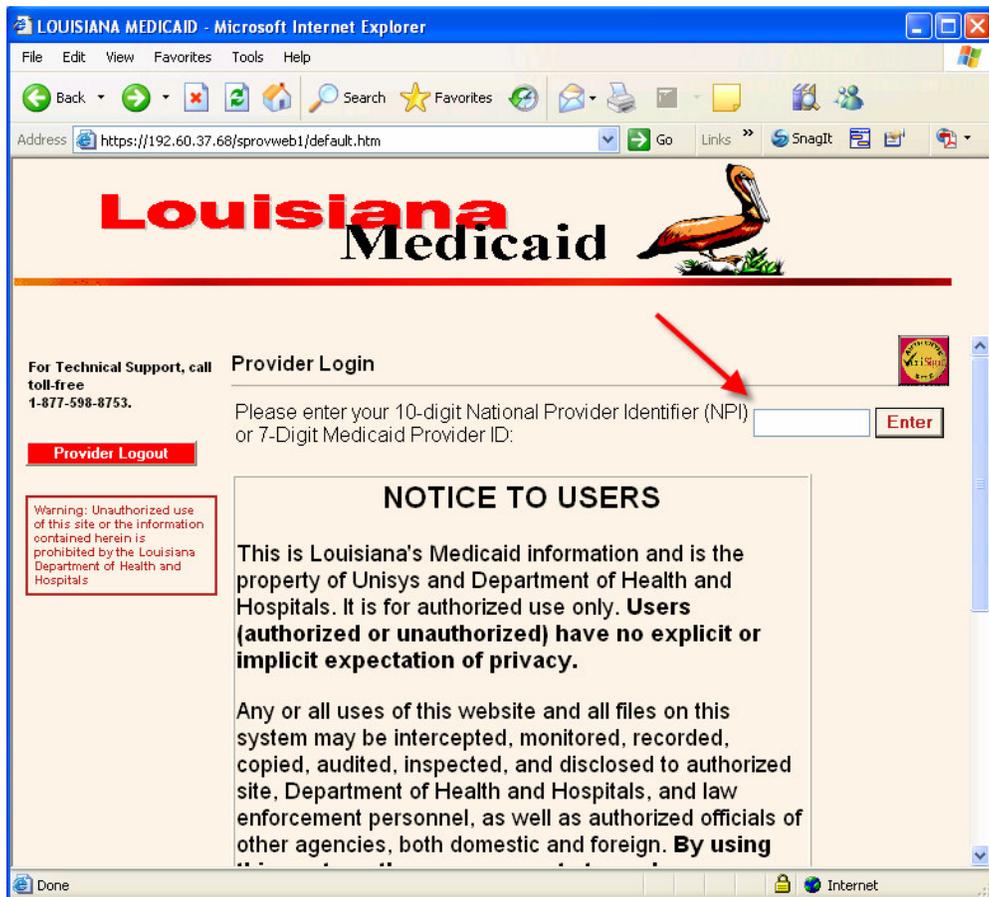
The OSS Checks internet application is accessed through the Louisiana Medicaid website:



By clicking the **Provider Login** button on the navigation bar the Provider login page opens:



Enter your provider id in the text box provided then click the **Enter** button.

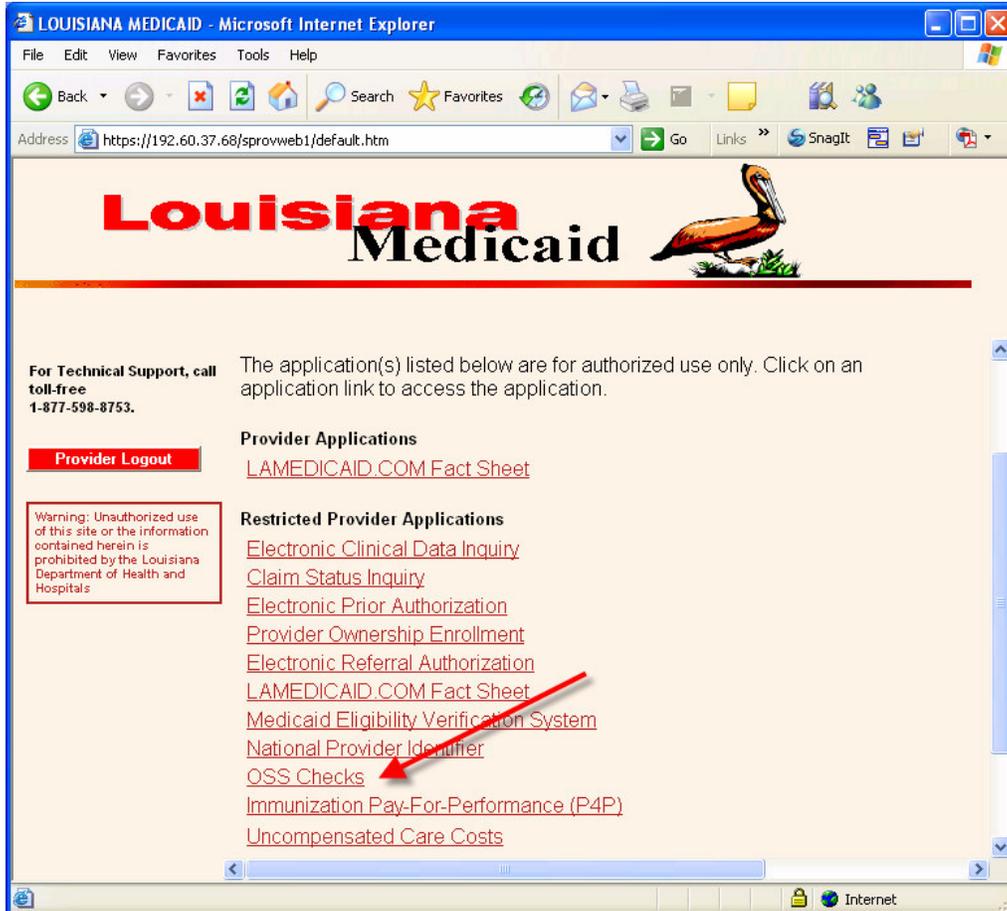


The Provider Applications Area login screen opens. Enter your User ID and Password in the text boxes and then click the **Login** button:

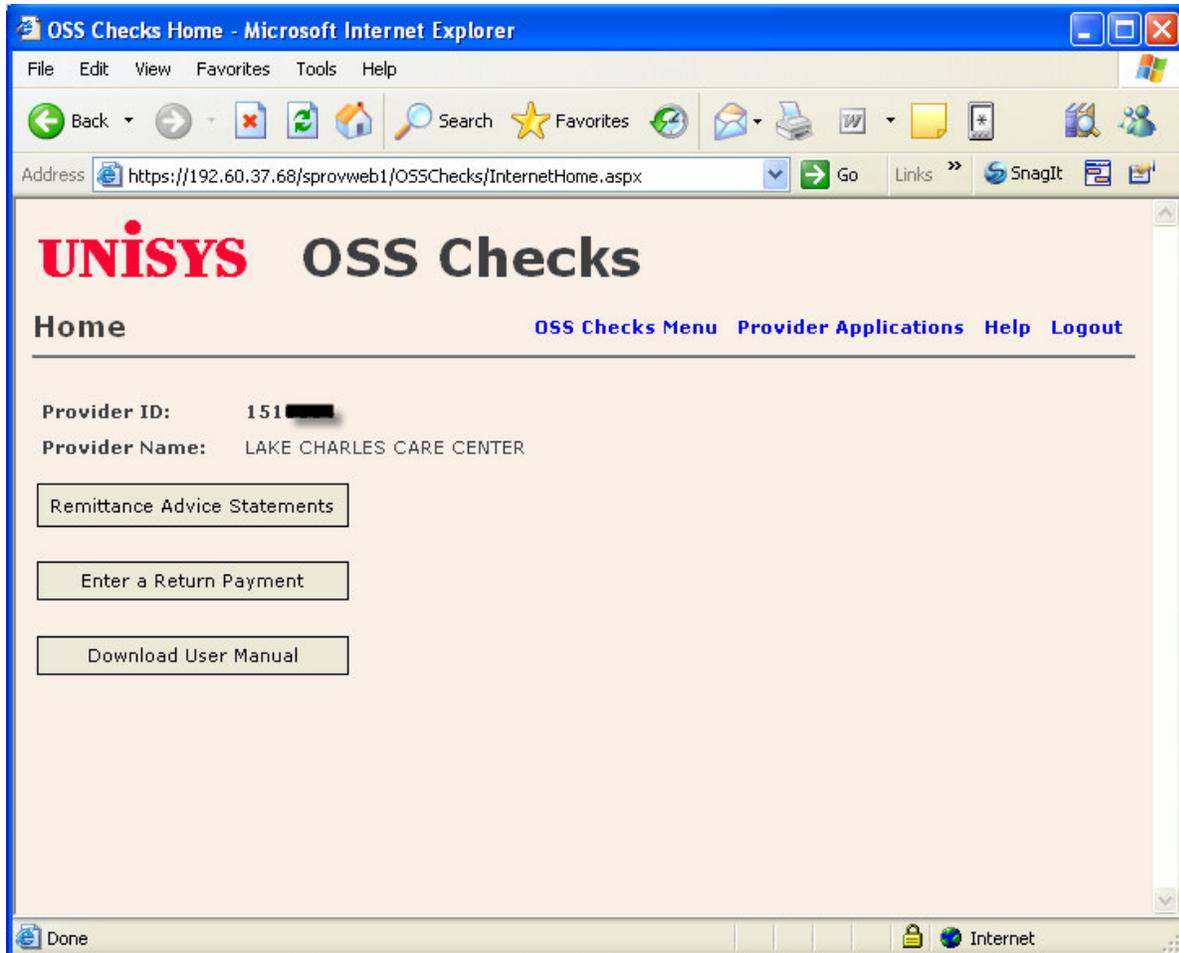


If you do not have a Login ID or Password you must follow the Provider Web Account Registration Instructions, this link is located on the menu on the left of this page. If you can not remember your Login ID or Password call the Technical Support toll-free number located at left top of this page.

The Provider Applications page opens. Click on the **OSS Checks** link under Restricted Provider Applications.



2.0 OSS CHECKS WEB APPLICATION HOME PAGE

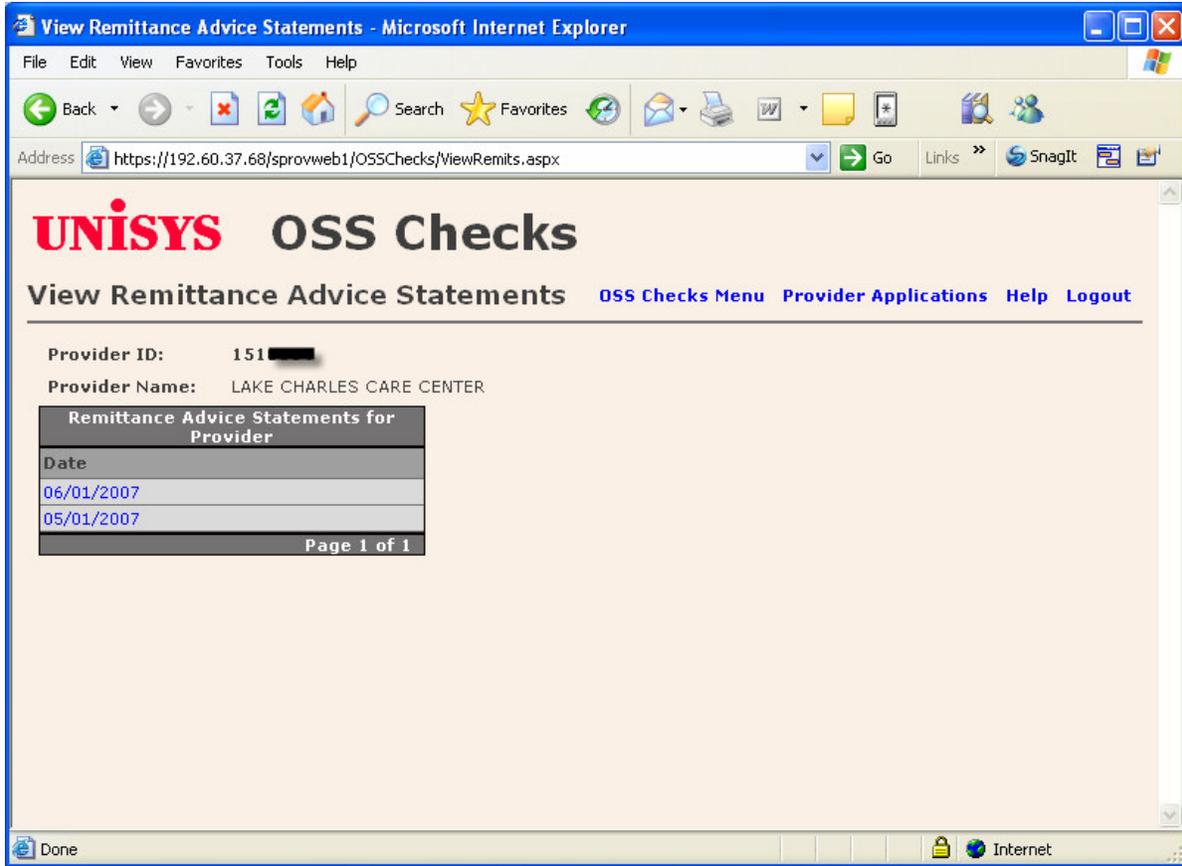


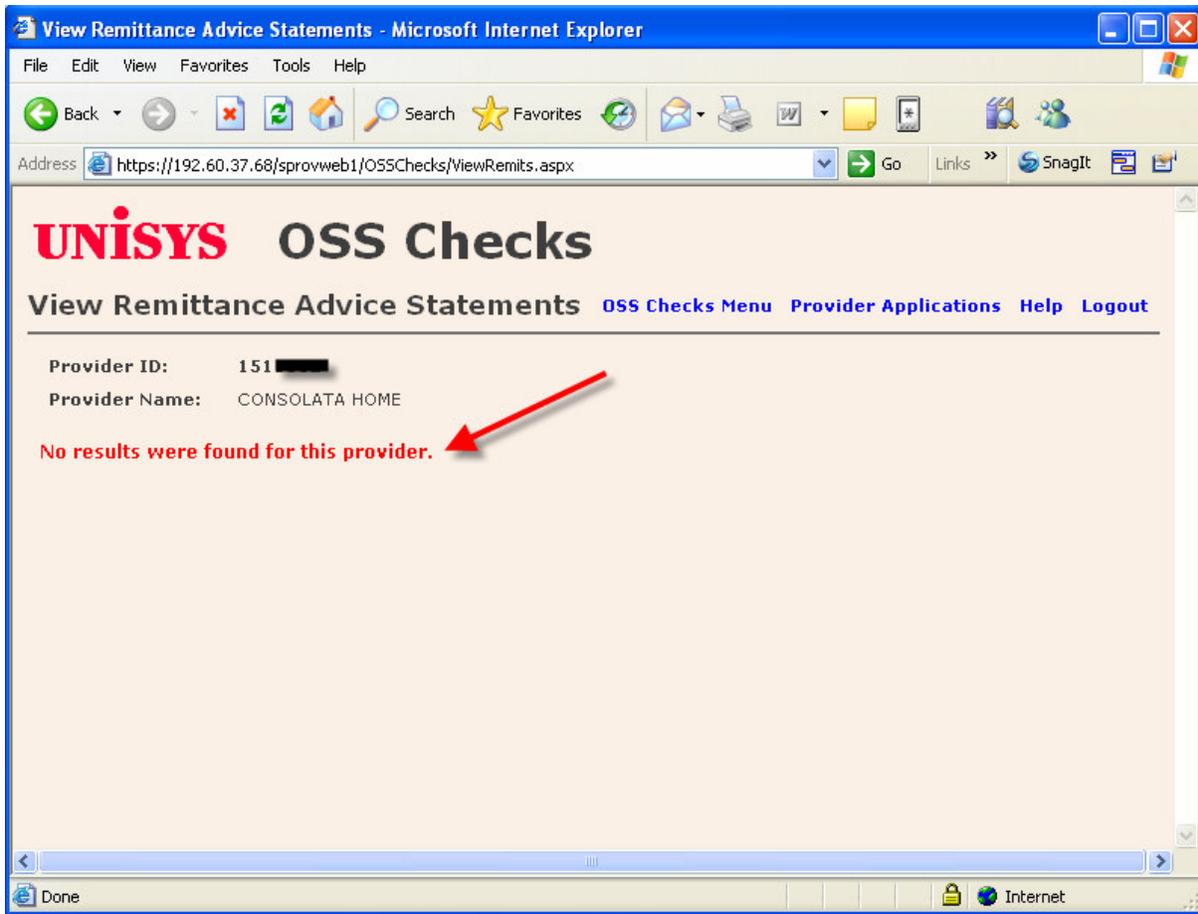
On this web site, providers have the following functions:

- View, Print, and Download remittance advice statements
- Establish return payment transactions
- Download the user manual

2.1 How to View, Print, and Download Remittance Advice Statements

By clicking on the Remittance Advice Statements button on the OSS Checks Home page, you will be taken to the View Remittance Advice Statements page.





Note: If you click on the Remittance Advice Statements button on the OSS Checks Home page and no information is displayed, that means at the current time there are no remit statements to view.

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Click on the remit date link to see the remit statement.

The screenshot shows a Microsoft Internet Explorer browser window titled "View Remittance Advice Statements - Microsoft Internet Explorer". The address bar shows the URL: <https://192.60.37.68/sprovweb1/OSSChecks/ViewRemits.aspx>. The page content includes the UNISYS logo and the heading "OSS Checks". Below this, there are navigation links: "View Remittance Advice Statements", "OSS Checks Menu", "Provider Applications", "Help", and "Logout".

Provider information is displayed as follows:

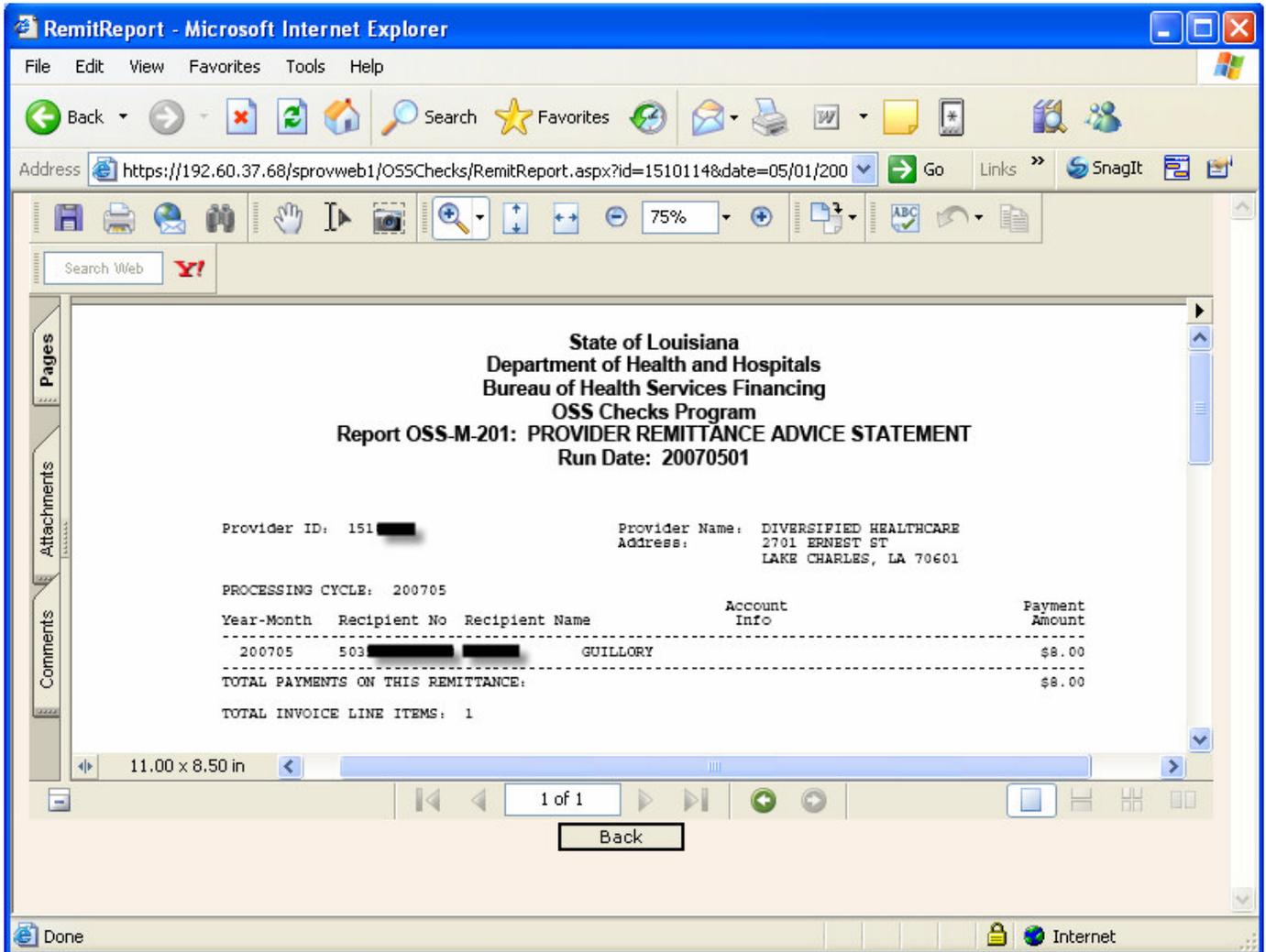
- Provider ID: 151 [REDACTED]
- Provider Name: LAKE CHARLES CARE CENTER

A table titled "Remittance Advice Statements for Provider" is shown with the following data:

Date
06/01/2007
05/01/2007

A red arrow points to the date "05/01/2007" in the table. The page footer indicates "Page 1 of 1".

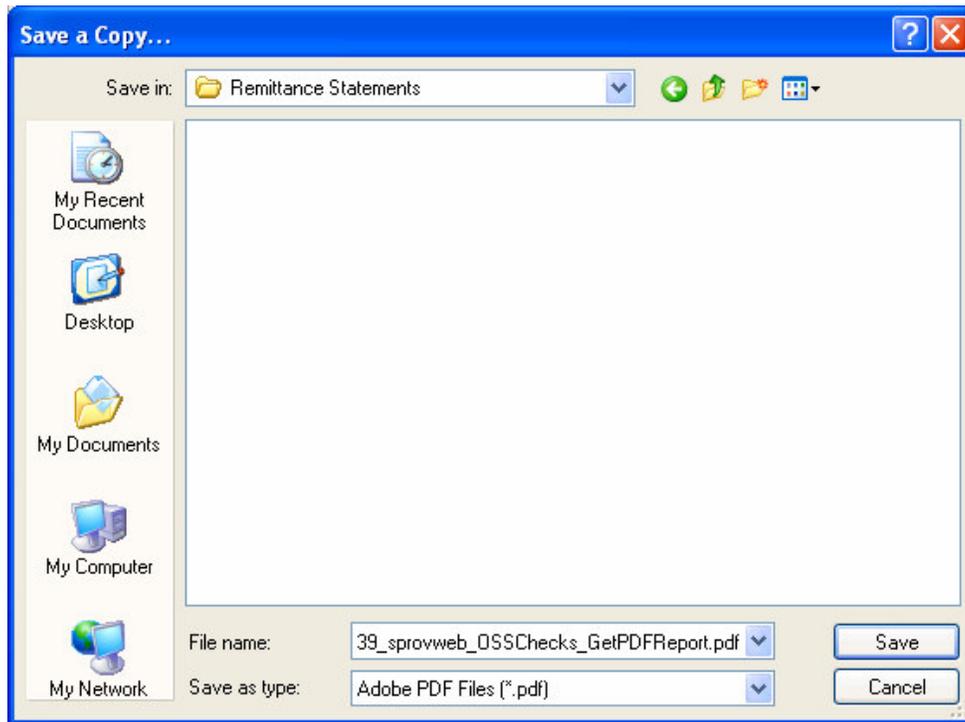
The statement will open using Adobe Acrobat. This screen allows the provider to save and/or print the RA statement.



* If a recipient payment is not shown on the remit statement that should be, contact your parish office to verify that this is correct and to request a payment for the next OSS check-write.

If the recipient is determined to be eligible for an OSS check after the third to last working day of the month, an OSS retro payment will be received with the next scheduled payment cycle. (This is the cut off for the OSS payment for that month.)

Download Process



To download the remittance statement:

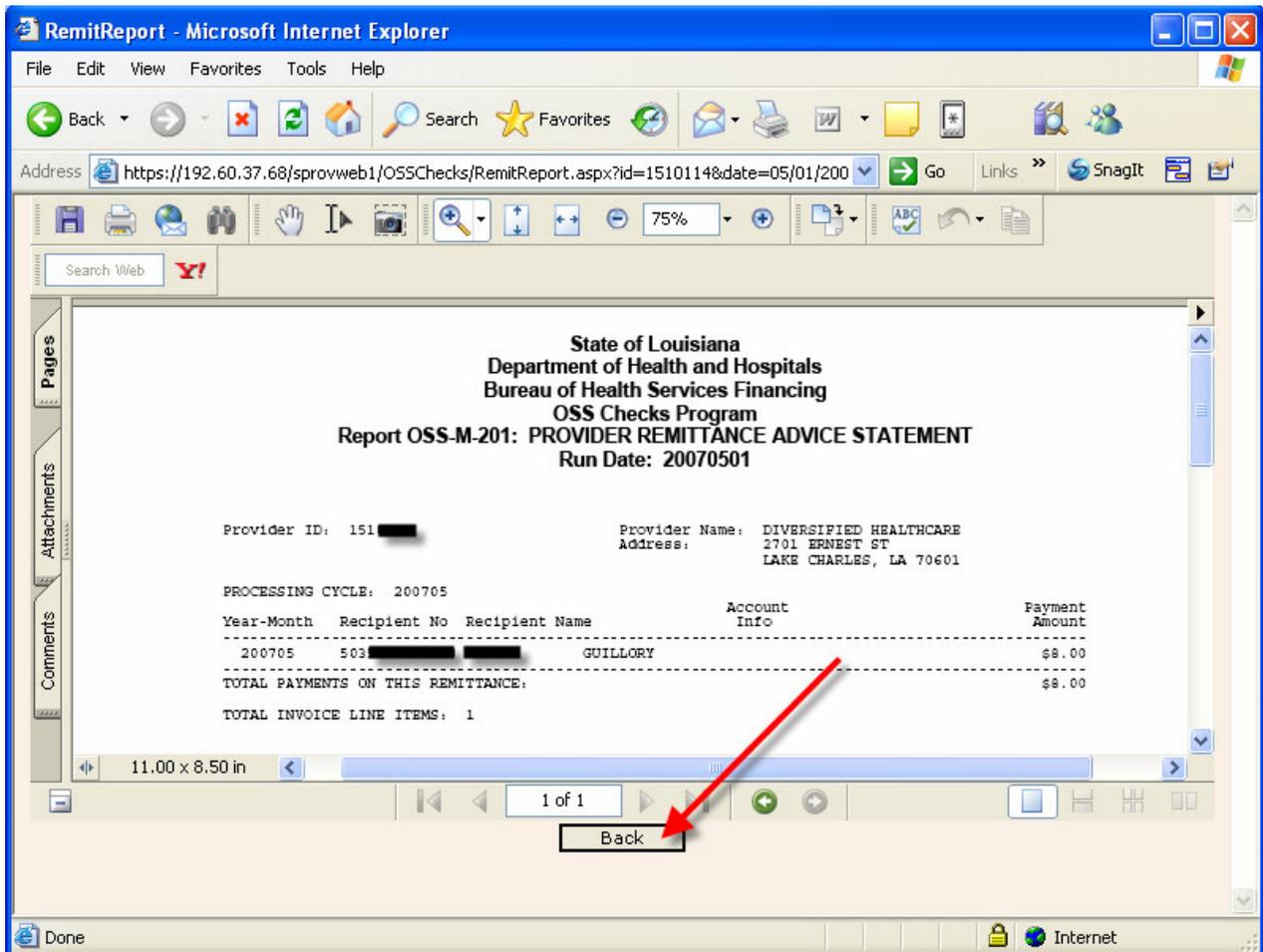
1. Click  in top left hand corner above the report.
2. Indicate where you want to save the file.
3. Click the **Save** button.

Print Process

To print the remittance statement:

1. Click the printer icon at the top left hand corner of the screen.
2. The Print dialog box will appear.
3. Select the printer you want to use to print.
4. Click the **Print** button.

Click the **Back** button to go back to the View Remittance Advice Statements search screen.



2.2 How to Return a Payment

A payment will need to be returned if a recipient has moved from your facility or the recipient is now deceased. Please be aware that you should NOT send back any money that you receive from DHH as a result of this new OSS process. Instead, when you create a "Return Payment" transaction on the web application, the amount of the transaction will be automatically deducted during the next OSS payment cycle from the check/payment you will receive at that time. Any money that you are not able to distribute you should hold for the next payment cycle.

By clicking on the **Enter a Return Payment** button on the Home page, you will be taken to the Return Payment screen:

The screenshot shows a Microsoft Internet Explorer browser window displaying the 'Return Payment' page. The address bar shows the URL: https://192.60.37.68/sprovweb1/OSSChecks/ReturnPayment.aspx. The page header includes the UNISYS logo and 'OSS Checks'. Below the header, there are navigation links: 'OSS Checks Menu', 'Provider Applications', 'Help', and 'Logout'. The main content area features a search form with two input fields: 'Recipient ID:' and 'Payment Time Key:'. To the right of these fields are two buttons: 'Find Payment' and 'Clear Fields'. Below the search form, a message reads: 'Enter Recipient ID and Payment Time Key, then click 'Find Payment' to proceed.' A dark grey bar with the text 'Payment Information' is positioned below the message. Underneath this bar, there are several labels and input fields: 'Payment Number:', 'Recipient Name:', 'Provider ID:', 'Provider Name:', 'Provider Amount:', and 'Account Info:'. The 'Account Info:' field has a text input box and a note below it: '(Not required. This field is for your facility's internal use, 30 characters max)'. At the bottom of the form, there are three buttons: 'Return Payment', 'Print Screen', and 'Cancel'. The browser's status bar at the bottom shows 'Done' and 'Internet'.

The Recipient ID and the Payment Time Key are required fields on this form.

The Payment Time Key is the month the check was processed.

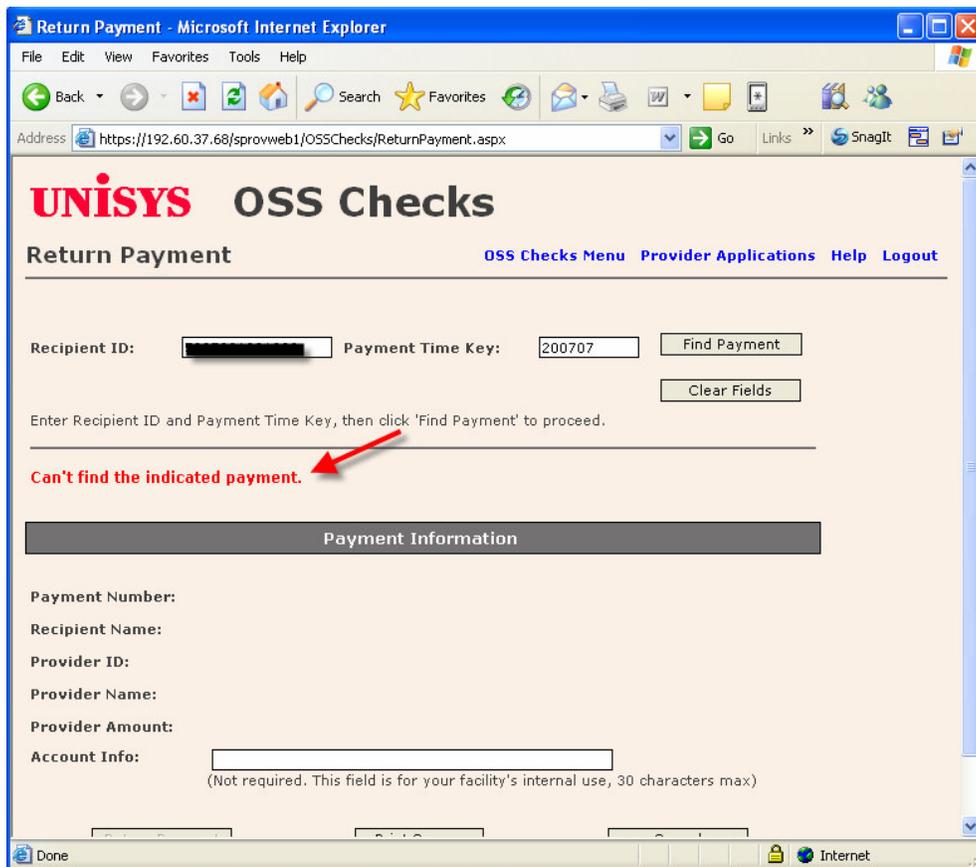
To return a payment:

1. Enter the recipient ID in the Recipient ID text box. The recipient ID entered must be the exact 13 numeric characters for the recipient.
2. Enter the payment time key in the Payment Time Key text box. (Format: yyyyymm)
3. Click the **Find Payment** button.

* All returned payments should be handled electronically.

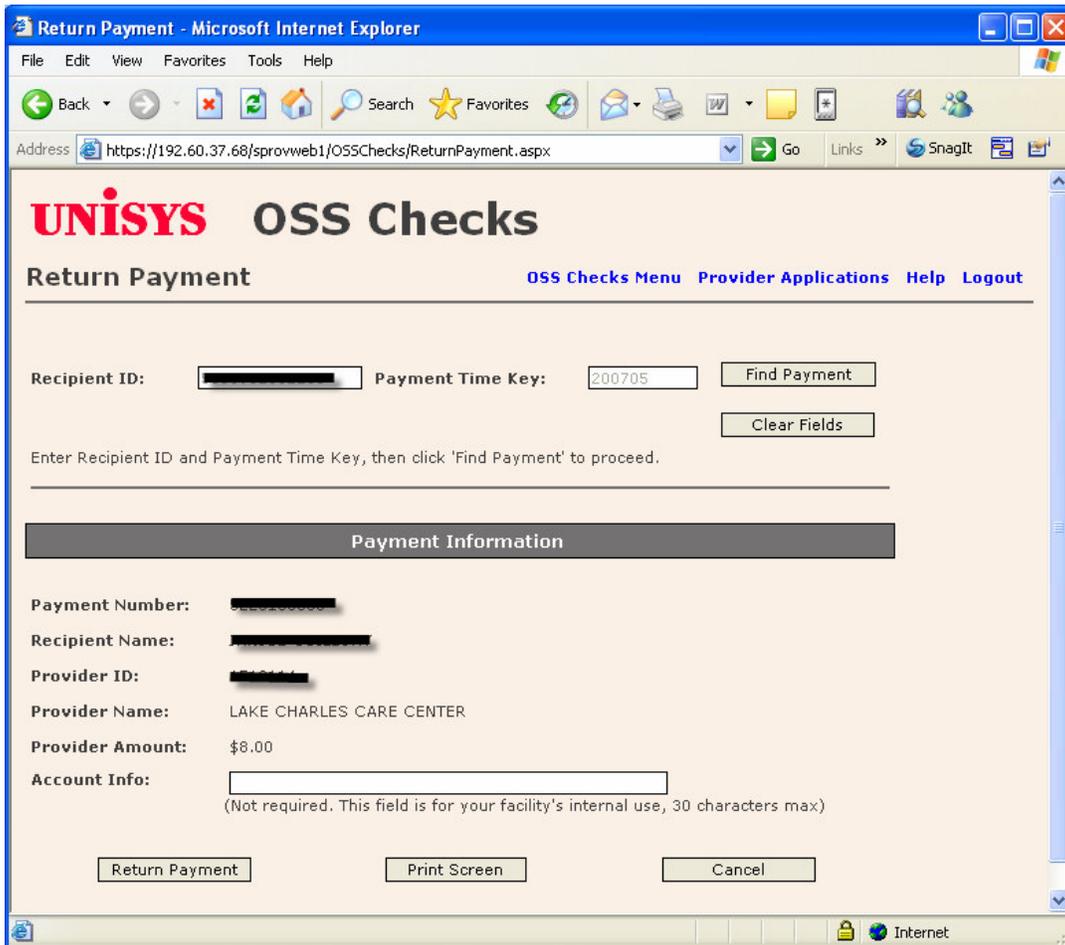
* No hardcopy checks are to be submitted to DHH, all return payments should be done using the electronic return process.

If a payment cannot be found, you will receive the following error:



To clear the search and find a different payment, click the **Clear Fields** button.

If the search was successful, then the payment history information for the individual recipient will be displayed at the bottom of the form as shown below:

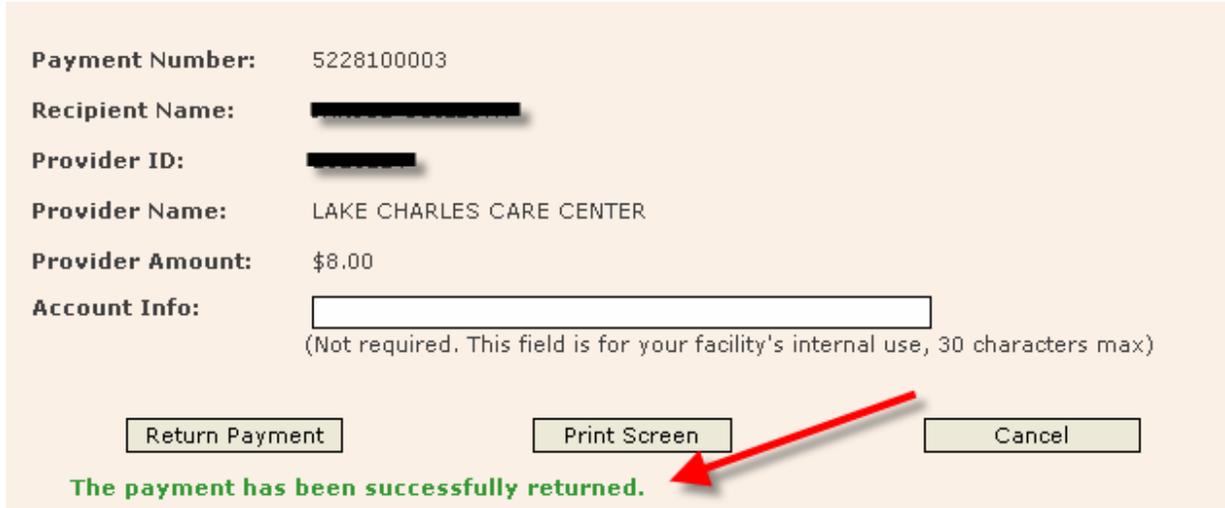


4. Click the **Return Payment** button to return the payment.

5. Click "Ok" in the confirmation box if you are sure you want to return the payment:



6. If the return was successful you will get the following message:

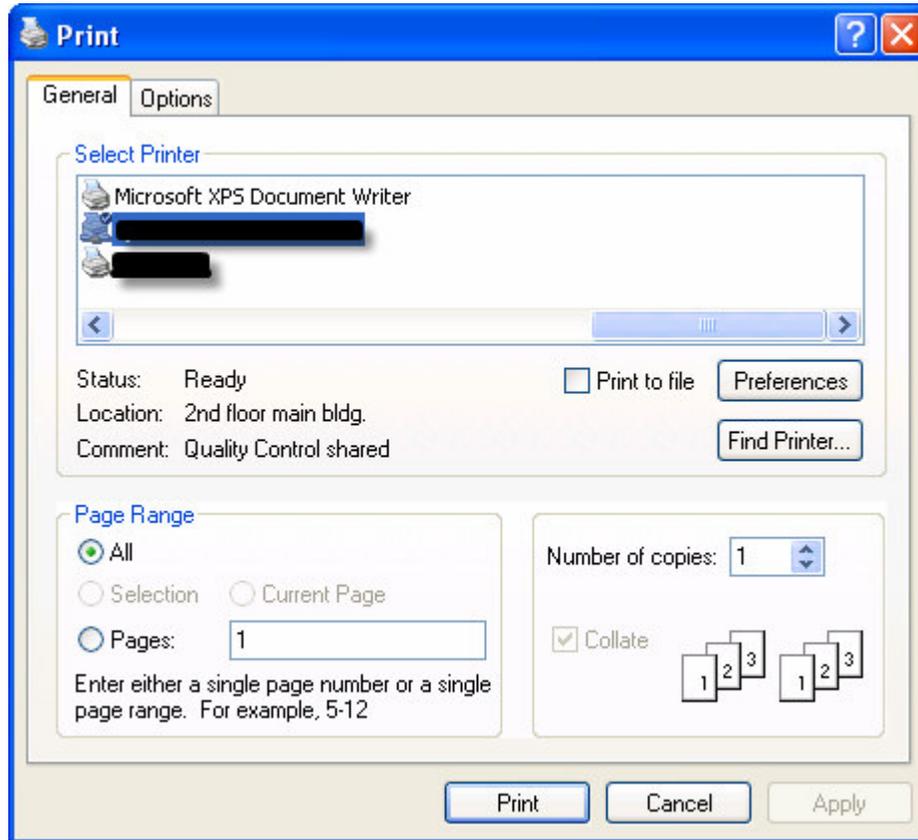


Payment Number: 5228100003
Recipient Name: [REDACTED]
Provider ID: [REDACTED]
Provider Name: LAKE CHARLES CARE CENTER
Provider Amount: \$8.00
Account Info: [REDACTED]
(Not required. This field is for your facility's internal use, 30 characters max)

The payment has been successfully returned.

By clicking the **Print Screen** button, the print dialog box appears. Select the printer you want to use to print, and then click the **Print** button.

Note: This page should always be printed when a return payment is entered. This documentation will be required when an audit is done at your facility.



2.3 OSS Checks Menu link

By clicking on the **OSS Checks Menu** link at the top right hand corner of the screen, you will be taken back to the OSS Checks menu.

2.4 Provider Applications link

By clicking on the **Provider Applications** link at the top right hand corner of the screen, you will be taken back to the Louisiana Medicaid provider login page.

2.5 Help link

By clicking on the **Help** link at the top right hand corner of the screen, you can view, download, and print this help file.

2.6 Logout

By clicking the **Logout** link at the top right hand corner of the screen, you will be taken back to the Louisiana Medicaid home page.

