

## IMPORTANT CHANGES TO LOUISIANA MEDICAID PROVIDER PORTAL & DOCUMENT SYSTEM

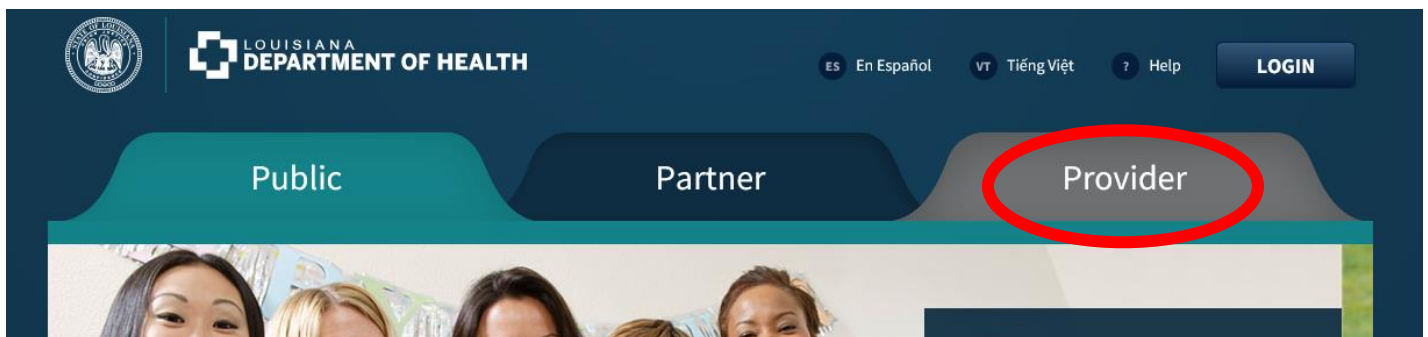
On **November 13, 2018**, Louisiana Medicaid launched a modern, web-based enrollment and eligibility system that includes a new Self-Service Portal. This new system replaces the former Facility Notification System (FNS) and will now be **the primary way providers manage documentation requirements**. The Self-Service Portal can be accessed at <https://sspweb.lameds.ldh.la.gov/selfservice/>.

### WHY CHANGE THE SYSTEM NOW?

The changes are necessary and required by the federal government. Louisiana's previous eligibility and enrollment system was outdated and no longer able to provide the level of service required. The new system includes advanced tools that enhance customer service, improve efficiency, and strengthen the integrity of the Medicaid program. Automated processes and new links to state and federal databases enable real-time eligibility and even greater assurance that benefits go only to those who meet eligibility requirements.

### HOW WILL PROVIDERS BE IMPACTED BY THIS CHANGE?

About 600 providers will be impacted by the new system, including hospitals, long-term care facilities and support coordination agencies that previously submitted forms through the FNS. If you are one of these providers, you will need to register and submit forms through the new [Self-Service Portal](#) home page by **selecting the Provider tab at the top right side of the page**.



Although we rigorously tested the new system before launch, we know that there may be new issues that develop now that it is live. This is normal and we have rapid-response teams and processes in place to resolve issues, minimize inconvenience, and ensure applicants and enrollees get the services they need as quickly as possible.

### NEW REQUIREMENT: AUTHORIZED REPRESENTATIVE

Information security protocols required by the Centers for Medicare and Medicaid Services (CMS) mandated that we change the way providers submit online documentation to Medicaid. There is now one additional step – provider organizations must appoint an authorized representative to approve user access under their provider ID number.

#### WHAT IS THE PROCESS TO OBTAIN USER ACCESS TO THE NEW PROVIDER PORTAL?

Go to the Self-Service Portal and select the Provider tab at the top. Click the Login & Enrollment button.

If you have already created a user account, enter your login information. If you have not registered and need to create a user account, select the prompt under the **Create an Account** section on this page and fill in the form.

If you have questions about setting up your account, please email the Medicaid Eligibility Systems Section at [MedicaidEligibilitySystemsHelp@la.gov](mailto:MedicaidEligibilitySystemsHelp@la.gov). There are also training videos to help you enroll in and navigate the new Self-Service Portal. Those are found here: <http://www.ldh.la.gov/index.cfm/page/2807>.

Once you have created an account, you will be asked to link to a Provider ID. Select your provider organization. Your provider organization's authorized representative will be contacted to authorize your access.

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#### WHAT IS THE PROCESS TO HAVE THE AUTHORIZED REPRESENTATIVE APPROVE MY ACCESS?

Medicaid spent many months contacting providers that used the former FNS system to request that they pre-register with the new provider system *before* it was activated on November 13, 2018. If your provider organization pre-registered with the new system, you already have an assigned authorized representative on file. Medicaid will contact the authorized representative and request approval to add you as an authorized user to the Provider ID. You will receive notification from Medicaid if your access was approved or denied by the authorized representative.

If your provider organization did not pre-register, your request for user access will start the process to locate the authorized representative. This can sometimes be a lengthy process if contact information was not kept current through the provider enrollment process with DXC (formerly Molina). Locating an authorized representative requires that Medicaid work through the point of contact listed on the provider enrollment filed with DXC. Challenges have been identified such as provider enrollment occurring many years ago and a change in management has since occurred, or the registered name on the enrollment forms was associated with the provider's parent corporation, rather than a local resource. *These challenges will likely cause delays in our ability to grant user access under the Provider ID requested. As soon as the authorized representative is established, Medicaid will process your user access request.*

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#### HOW DOES THIS CHANGE WHAT I'M DOING NOW?

You may experience delays until the authorized representative approves your access under their Provider ID. Until you are approved for online submission, you may continue to submit paper forms to:

- Newborn forms can be emailed to [NEU@LA.Gov](mailto:NEU@LA.Gov).
- Long term care forms can be emailed to [laltc.processingcenter@la.gov](mailto:laltc.processingcenter@la.gov).

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#### WHY CAN'T MEDICAID USE MY SUPERVISOR TO APPROVE MY ACCESS?

For information security reasons, the authorized representative must be requested independent of the user access request. A designee can be appointed, but Medicaid must originate the authorized representative search from the original provider enrollment in order to keep protected health information secure.

## IMPORTANT NOTICES

Important notices about the new system and training on how to navigate the provider portal, can be found at our Medicaid Eligibility and Enrollment web site (see link below).



### IMPORTANT LINKS:

Self-Service Portal – <https://sspweb.lameds.ldh.la.gov/selfservice/>

Provider Portal Assistance - [MedicaidEligibilitySystemsHelp@la.gov](mailto:MedicaidEligibilitySystemsHelp@la.gov)

Medicaid Eligibility and Enrollment Web – <http://ldh.la.gov/index.cfm/page/3497>

Medicaid Customer Service – 1-888-342-6207 | [medweb@la.gov](mailto:medweb@la.gov)

Provider forms - <https://www.lamedicaid.com/provweb1/Forms/forms.htm> & <http://ldh.la.gov/index.cfm/page/1278>