# PROVIDER BULLETIN

## News and Updates on the Louisiana Medicaid Provider Portal

*This Provider Bulletin was developed to answer questions and address concerns providers may have regarding Medicaid's new enrollment and eligibility system. Launched on November 13, 2018, the new system includes a new Provider Portal that replaces the former Facility Notification System (FNS) as* **the primary way providers manage documentation requirements**. *The Self-Service Portal can be accessed at https://sspweb.lameds.ldh.la.gov/selfservice/.*

### Long Term Care and Cost of Living Adjustment Notification

Medicaid has received inquiries from a number of long term care providers regarding notification around annual cost of living adjustments (COLA). Our process for notification is unchanged from the legacy system – recipients still receive notice (often referred to as the 18 LTC form) **only** when there is an income change. Providers are also sent a copy of this notice when it goes out to the recipient.

However, because the system implementation took place mid-November, the timeline for COLA processing was somewhat delayed when compared to prior years. Most COLA-related Medicaid processing has been completed, save those that require additional manual work. Additionally, the format and content of the COLA notice is different from the same notices sent in the legacy system. There is more detail included, making the letter much longer than the legacy notices.

### Frequently Asked Questions

**Q: Why don't my patient notices have a person number on them? Where can I find this information?**
A: Medicaid has removed person numbers from all notices to protect member privacy. This includes all long-term care notices. To locate a patient's person number, providers can use the electronic Medicaid Eligibility Verification System (e-MEVS) operated by DXC and found at www.lamedicaid.com through the "PROVIDER LOGIN" tab found at the top of the page. The same information can be obtained by calling the Recipient Eligibility Verification System (REVS) hotline at #1-800-776-6323.

**Q: How do I access the Provider Portal?**
A: Providers must first **register with the Provider Portal**. To begin, go to the self-service portal at https://sspweb.lameds.ldh.la.gov/selfservice/.

There are three tabs located near the top of this page – Public, Partner and Provider. The site automatically opens on the Public Portal. You must click on the gray Provider tab (third tab) near the top right corner of the screen to access the Provider Portal. Once on the provider tab, choose the LOGIN & ENROLLMENT button in the white space underneath the image on the screen.

You can also login to the Provider Portal by hovering over the LOGIN button at the top right corner of any portal. You will need to select the LOGIN & ENROLLMENT button under the PROVIDER heading to access the appropriate portal.

If you have issues with enrollment, you can e-mail MedicaidEligibilitySystemsHelp@la.gov for assistance. There are also videos available online here – http://www.ldh.la.gov/index.cfm/page/2807 – that show you how to create a provider account and submit and manage provider forms.

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.

**Q: Where can I go for help?**

A: News and updates on the Provider Portal, including training and a portal user guide, can be found here: http://ldh.la.gov/index.cfm/page/3497. You can also e-mail MedicaidEligibilitySystemsHelp@la.gov for assistance.

## Important Notices

Important notices about the new system and training on how to navigate the provider portal can be found at our website dedicated to Medicaid system changes here.

### IMPORTANT LINKS

Self-Service Portal – https://sspweb.lameds.ldh.la.gov/selfservice/
Provider Portal Assistance – 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
Provider Forms – https://www.lamedicaid.com/provweb1/Forms/forms.htm
& http://ldh.la.gov/index.cfm/page/1278