

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/>.*

Medicaid enrollees urged to update information to maintain eligibility

The Louisiana Department of Health (LDH) is seeking provider assistance to encourage Medicaid enrollees to keep their case information (address, financial and employment) updated to ensure eligibility. This can be done through the Self-Service Portal at <https://sspweb.lameds.ldh.la.gov/selfservice/>.

Updated information is increasingly important as LDH begins using quarterly wage data from the Louisiana Workforce Commission to frequently verify information in Medicaid's new eligibility and enrollment system. Previously, income was verified annually. Based on wage data from the fourth quarter of 2018, some Medicaid enrollees may earn too much to continue to receive benefits. Letters are being sent to those recipients this week. **Those receiving letters will have 10 days to respond or risk losing eligibility, and we are asking for your help in making sure your patients keep their information up to date.**

Individuals who lose their eligibility may be able to get health insurance and help paying for it through the [federal Health Insurance Marketplace](#). Loss of Medicaid coverage automatically qualifies a person for coverage through the Marketplace even though the annual enrollment period has closed. For anyone losing Medicaid coverage, the agency will automatically send their information to the Marketplace for consideration.

In addition to making updates through the Self-Service Portal, individuals who require additional assistance can contact Medicaid by email at medweb@la.gov or call the Medicaid Customer Service Line at 1-888-342-6207.

Because of recent and continuing high call volumes, those who receive letters are asked to use the online portal or email before trying to contact Medicaid by telephone to avoid delays.

Long Term Care Processing Update

The processing of provider forms necessary for nursing homes, group homes for the developmentally disabled and home and community-based service providers and waiver services continues to be a Medicaid top priority. Previously, pending eligibility work has delayed payments, particularly for nursing homes. However, the Department has put measures in place to rapidly address pending requests. Just this past week, we were able to process almost 3,500 provider forms, long term care applications, case changes and scanned documents. This concentrated effort included multiple types of provider forms such as Form 148 Status Changes and Form 142 for home and community-based waiver services.

Frequently Asked Questions

Q: Some of my patients have been approved for Medicaid, but aren't showing up in e-MEVS. Is there an issue?

A: Medicaid has identified some delays in information transferring from our eligibility and enrollment system to our fiscal intermediary (which manages the e-MEVS verification portal). A system update was processed over the weekend that should resolve those concerns. If you continue to see instances where patient information is not available but should be, please let us know.