

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 "Contact Us" Web Page

Louisiana Medicaid has developed a new communication tool to streamline response to long term care-related inquiries. Now, long term care providers, recipients, applicants, and those with general questions can visit www.ldh.la.gov/contactltc to complete an online form and receive a response by email within 10 business days.



Contact Us - Long Term Care

Choose one of the following:

- I am a Long Term Care Recipient
- I am a Long Term Care Applicant
- I am a Long Term Care Provider
- I have a general question

Visitors to the website should select the form that most closely describes them to ensure the response to their request is not delayed, and that it reaches the appropriate staff.

Providers using the site will be asked to provide an email address, a provider name, provider number and facility type. The provider will also need to include recipient details to address issues for a specific patient. This includes name, social security number and case ID number. Providers are encouraged to include as much detail as possible to ensure the most efficient and accurate response from Medicaid's long term care staff.

Call Center Hours Extended

Medicaid has extended the hours for its customer service call center. Starting Monday, April 8, callers to 1-888-342-6207 and 1-855-229-6848 can reach a customer service representative for assistance from 7 a.m. until 6 p.m.

Inquiries can also be submitted by email to MyMedicaid@la.gov. Due to high volume, current turnaround time for an answer to most questions is about two weeks.

Some Medicaid business can be handled without a call using Medicaid's online [Self-Service Portal](#) for easy online assistance. The portal is available on any desktop computer or mobile device. On the Self-Service Portal, individuals can fill out a Medicaid application or a renewal, make a change to their information, request a new Medicaid card or find out the status of an application.



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Long Term Care Form Processing Updates

Medicaid has continued to prioritize the processing of provider forms, including those impacting long term care (LTC) enrollees and facilities. The LTC unit recently completed processing for all backlogged 148 status change provider forms. The next focus for staff will be the processing of pending LTC applications. The unit expects to complete the pending applications by week's end.

Additionally, the Lafayette and Opelousas regional Medicaid offices will be temporarily closed to walk-in traffic for staffing efficiencies on April 8 through April 12 on a rotating schedule to ensure one of the offices is open to the public during all business hours. The temporary operating hours for the Lafayette office, 117 Production Drive, Lafayette, LA 70508, are 8 a.m. to 12:30 p.m. only. For in-person Medicaid assistance outside these hours, the Opelousas office, 6069 Interstate 49 South Service Rd., Opelousas, LA 70570, will be open from 12:30 p.m. to 4:30 p.m. only.

LTC Provider Calls

Medicaid will host a series of provider conference calls beginning in April, with one call dedicated to nursing home providers and a separate call focused on support coordinators. The calls will be used to share the latest information on LTC issues. Providers will take an active role in defining each call's agenda by submitting topics for discussion through an online form prior to each meeting. In addition to addressing each week's agenda items, Medicaid staff will be online to answer questions. Times, dates and call-in information will be provided soon.

New Medicaid Assistance Flyer

Louisiana Medicaid has created a flyer health care providers can share with their patients who need assistance with their Medicaid account, or for those applying for coverage. The flyer gives a phone number and email address to Medicaid staff, and a link to the online Self-Service Portal. Visitors to the Portal can apply for, or renew their Medicaid coverage, request a new Medicaid card, or update their contact information. To download a printable copy of this flyer, click [here](#).

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>