

PROVIDER PERSPECTIVE

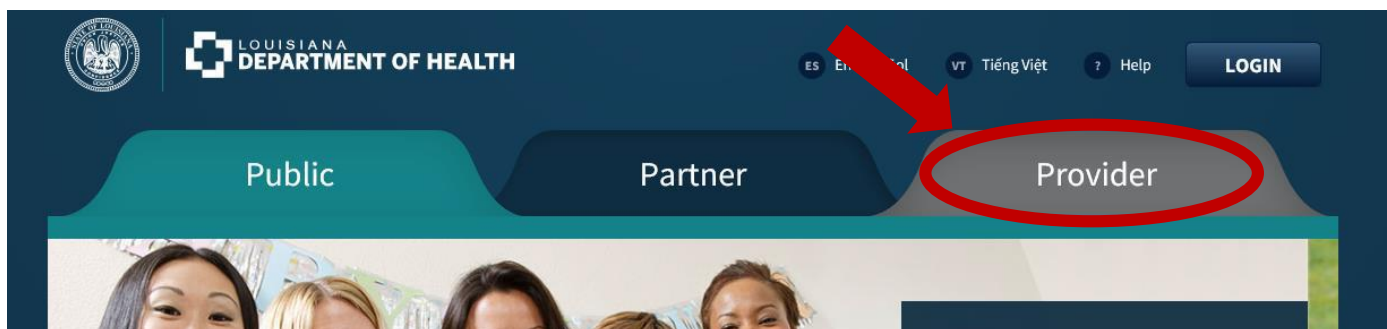
News and Updates on the Louisiana Medicaid Provider Portal

The *Provider Perspective* news briefing 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/>.

How do I access the Provider Portal?

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.

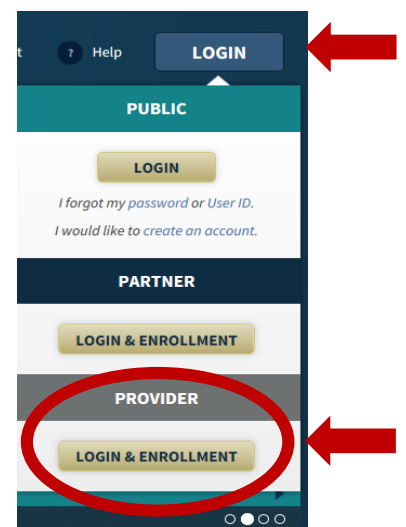


Once on the provider tab, choose the LOGIN & ENROLLMENT button in the white space underneath the image on the screen.

You can also login to the Provider Portal by hovering over the LOGIN button at the top right corner of any portal (see image to the right). 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 (*more on that below*) will be contacted to authorize your access.



PROVIDER PERSPECTIVE

Frequently Asked Questions

Q: Why can't I submit my 148 PLI forms in the new Provider Portal?

A: Medicaid is aware of provider submission issues when using the provider form for PLI corrections (148 PLI, Nursing Home Submissions) in the new Provider Portal. **Electronic submissions, including corrections, can only be accepted for billing periods dated November 1, 2018 and after.**

Q: Are there delays with processing requests for newborn Medicaid ID numbers?

A: The newborn Medicaid ID number request process is automated for the majority of newborn submissions made through electronic submission via the Provider Portal. The portal provides the individual ID when Medicaid approves the coverage. However, Medicaid has identified some circumstances where providers may experience delays. These include situations where a mother is in her renewal timeframe.

Providers that continue to submit using paper forms are experiencing additional delay time. The paper forms cannot go through the automated/electronic process. Providers are encouraged to use the portal for the most expedient response.

Q: What happens to Medicaid eligibility applications submitted in the system prior to November 1, 2018? Do they need to be resubmitted?

A: No. Medicaid is working all applications, even those submitted prior to November 1. If eligible, they will be enrolled.

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: 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>