

# Louisiana Medicaid Provider Enrollment Portal

## Provider Engagement

September 2022

# Why Is This Important?

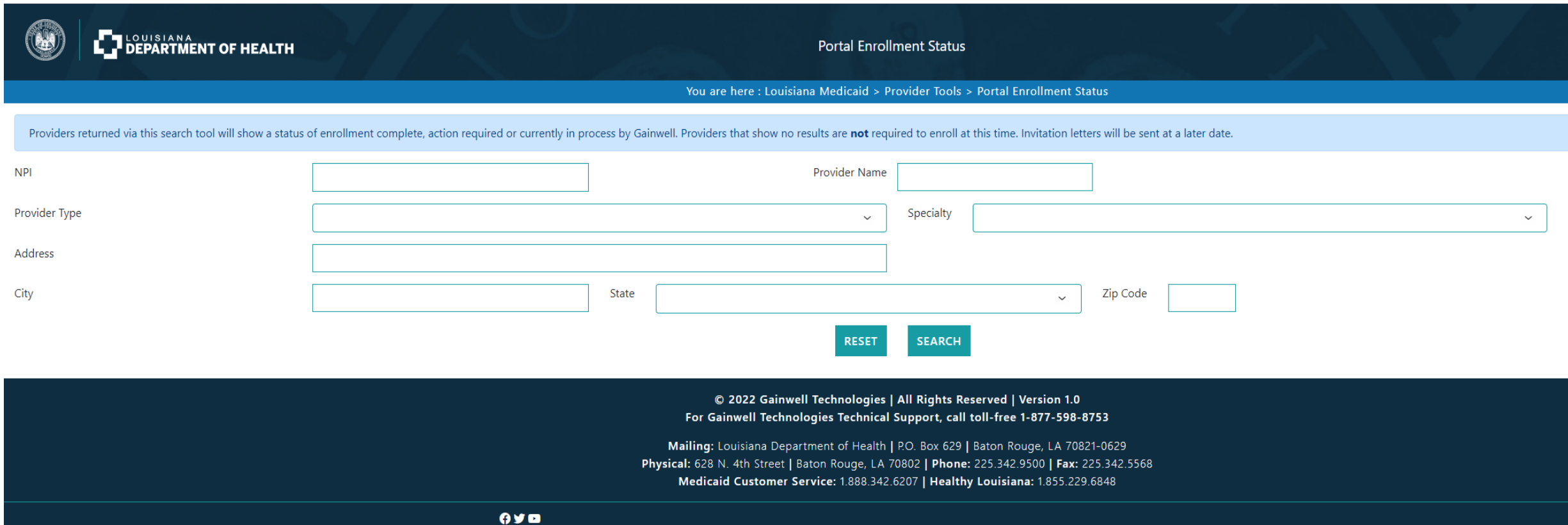
- The Provider Enrollment portal is the Centers for Medicare and Medicaid Services (CMS) approved state solution for the Provider Management Module for provider enrollment and risk-based screening regulatory requirements.
- The Provider Management solution impacts approximately 85,396 providers, representing a combination of individuals and facilities enrolled in one or more MCE(s) only, FFS, or a combination of enrollment in both delivery systems.
- Providers must submit and have an approved application through the Provider Enrollment portal to prevent claims from denying on 1/1/2023.
  - Approximately, 57.6% or 49,172 providers still have not submitted an application to the portal.
  - Only 38.5% or 32,888 providers have completed the enrollment process.

# Who Needs to Enroll?

- Most Medicaid Providers need to complete enrollment at this time.
- If you received an invitation letter, make sure you enroll in the Medicaid Provider Enrollment portal.
- If you did not receive a letter, or you if you are unsure check the Portal Enrollment Status lookup tool to check your status. If you are listed in the lookup tool then action is required. If you are not listed, you will be required to enroll at a later date.

# Portal Enrollment Status Lookup Tool

- The tool can be accessed at <https://www.lamedicaid.com/portalenrolledproviders/search>



The screenshot shows the 'Portal Enrollment Status' search tool interface. At the top left is the Louisiana Department of Health logo. The page title is 'Portal Enrollment Status'. A breadcrumb trail reads: 'You are here : Louisiana Medicaid > Provider Tools > Portal Enrollment Status'. A light blue informational banner states: 'Providers returned via this search tool will show a status of enrollment complete, action required or currently in process by Gainwell. Providers that show no results are **not** required to enroll at this time. Invitation letters will be sent at a later date.'

The search form includes the following fields:

- NPI:** A text input field.
- Provider Name:** A text input field.
- Provider Type:** A dropdown menu.
- Specialty:** A dropdown menu.
- Address:** A text input field.
- City:** A text input field.
- State:** A dropdown menu.
- Zip Code:** A text input field.

At the bottom of the form are two buttons: 'RESET' and 'SEARCH'.

Footer text includes: © 2022 Gainwell Technologies | All Rights Reserved | Version 1.0. For Gainwell Technologies Technical Support, call toll-free 1-877-598-8753. Mailing: Louisiana Department of Health | P.O. Box 629 | Baton Rouge, LA 70821-0629. Physical: 628 N. 4th Street | Baton Rouge, LA 70802 | Phone: 225.342.9500 | Fax: 225.342.5568. Medicaid Customer Service: 1.888.342.6207 | Healthy Louisiana: 1.855.229.6848.

## Using the Portal Status Lookup Tool


<https://www.lamedicaid.com/portalenrolledproviders/search>


- Providers returned via this search tool will show a status of:
  - enrollment complete
  - action required
  - currently in process by Gainwell.
- Providers that show no results are not required to enroll at this time. Invitation letters will be sent at a later date.
- Data elements that may be used for lookup include NPI, Provider Name, Provider Type, Specialty, Address, City and State, and Zip Code.
- Any public user can use the tool to check current enrollment status.
- The Lookup Tool is updated daily and the results may be downloaded.


# Medicaid Provider Enrollment Portal


- Current managed care entity (MCE) only providers, Dental Benefits Program Manager (DBPM) providers, Coordinated System of Care (CSoC) providers, and fee-for-service providers are required to enroll during the first phase of enrollment, which began in July 2021.
- The **deadline for providers to submit an application** to the Provider Enrollment Portal is **September 30, 2022**. Providers who do not submit an application to initiate the screening process will have their **claims denied**.

# Enrollment Status Banner in the Provider Enrollment Portal

 Your submission has been received

 Screening is in process

 Your enrollment with the State is complete

 Your enrollment with the State is denied and a letter is being mailed

# Suspended Status

- Email sent from Gainwell to the provider
  - Emails will be sent to the providers if more information is required to finish enrolling a provider. Please follow the instructions in the email as timely as possible to avoid claim denials. The provider must respond with needed information to avoid claim denials.



# New Portal Enhancement

- Specialty Change

- A provider can now make a specialty change if the Portal does not reflect the correct one.
  - Example: Portal has pediatrician listed but the provider is a neonatologist.

# Provider Enrollment Portal Help Desk

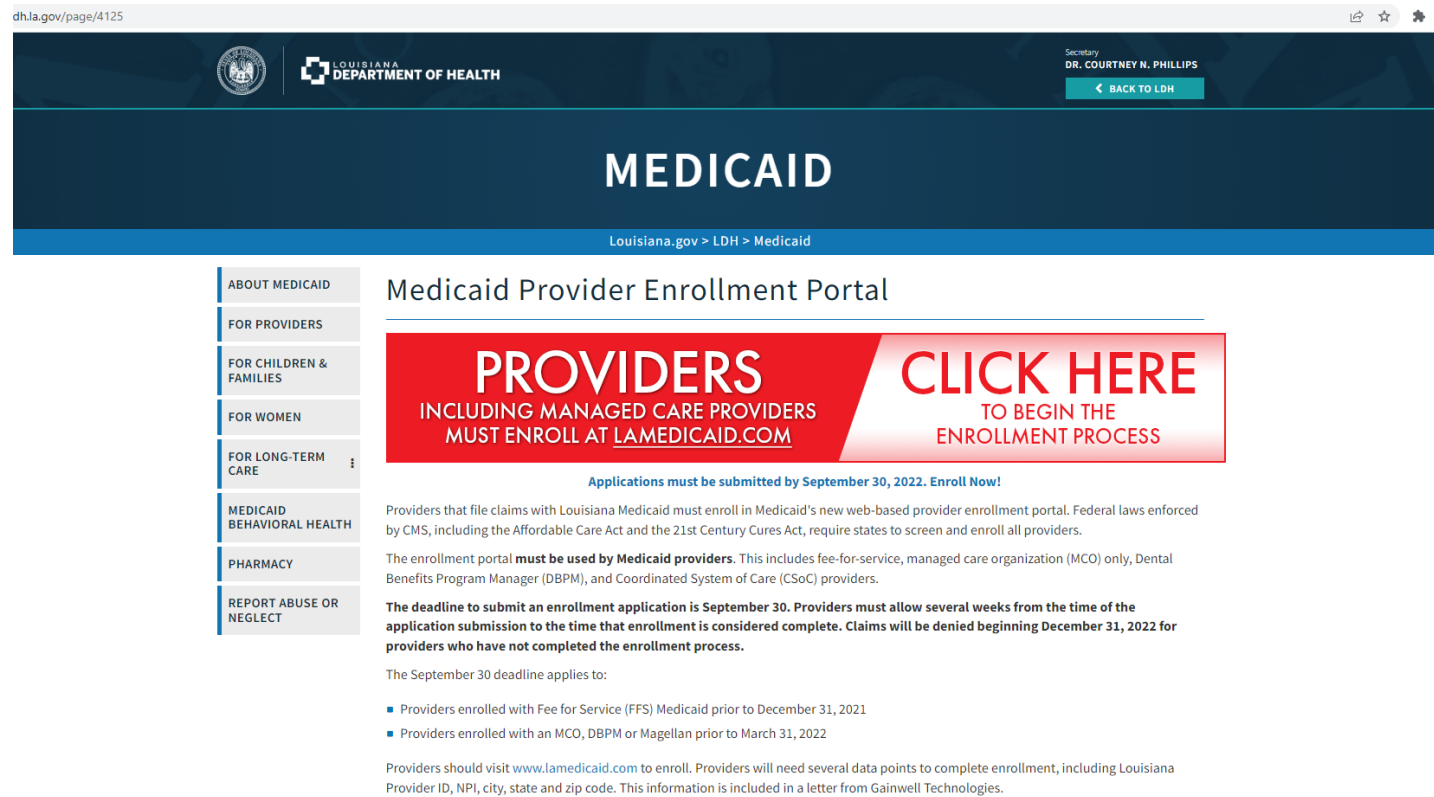
The Provider Enrollment Portal Help Desk  
is ready to help.

Email: [LouisianaProvEnroll@gainwelltechnologies.com](mailto:LouisianaProvEnroll@gainwelltechnologies.com)

Phone: 833-641-2140

# Provider Enrollment Portal Website

Resource Website about the Medicaid Provider Enrollment Portal  
[www.ldh.la.gov/medicaidproviderenrollment](http://www.ldh.la.gov/medicaidproviderenrollment)



The screenshot shows the Louisiana Department of Health website page for Medicaid Provider Enrollment. The header includes the Louisiana Department of Health logo and the name of the Secretary, Dr. Courtney N. Phillips, with a 'BACK TO LDH' button. The main heading is 'MEDICAID'. A navigation menu on the left lists various categories: ABOUT MEDICAID, FOR PROVIDERS, FOR CHILDREN & FAMILIES, FOR WOMEN, FOR LONG-TERM CARE, MEDICAID BEHAVIORAL HEALTH, PHARMACY, and REPORT ABUSE OR NEGLECT. The main content area is titled 'Medicaid Provider Enrollment Portal' and features a prominent red banner with the text: 'PROVIDERS INCLUDING MANAGED CARE PROVIDERS MUST ENROLL AT LAMEDICAID.COM' and 'CLICK HERE TO BEGIN THE ENROLLMENT PROCESS'. Below the banner, a notice states: 'Applications must be submitted by September 30, 2022. Enroll Now!'. The text explains that providers filing claims with Louisiana Medicaid must enroll in the new web-based portal, and that the portal must be used by Medicaid providers. It also specifies the deadline to submit an enrollment application is September 30, 2022, and that claims will be denied beginning December 31, 2022, for providers who have not completed the enrollment process. A list of providers affected by the September 30 deadline is provided: Providers enrolled with Fee for Service (FFS) Medicaid prior to December 31, 2021, and Providers enrolled with an MCO, DBPM or Magellan prior to March 31, 2022. The page concludes by stating that providers should visit www.lamedicaid.com to enroll and that they will need several data points to complete enrollment, including Louisiana Provider ID, NPI, city, state and zip code.

# FAQs

- This process does not take the place of the normal MCE, DBPM or Magellan credentialing process. Providers must still enroll, credential and contract with MCEs, DBPMs and Magellan separately.
- Completing this new enrollment process does not require a provider to participate in the fee for-service model. Providers may continue with their current business model and will not be mandated to provide care through the fee-for-service model, unless that is their preference.

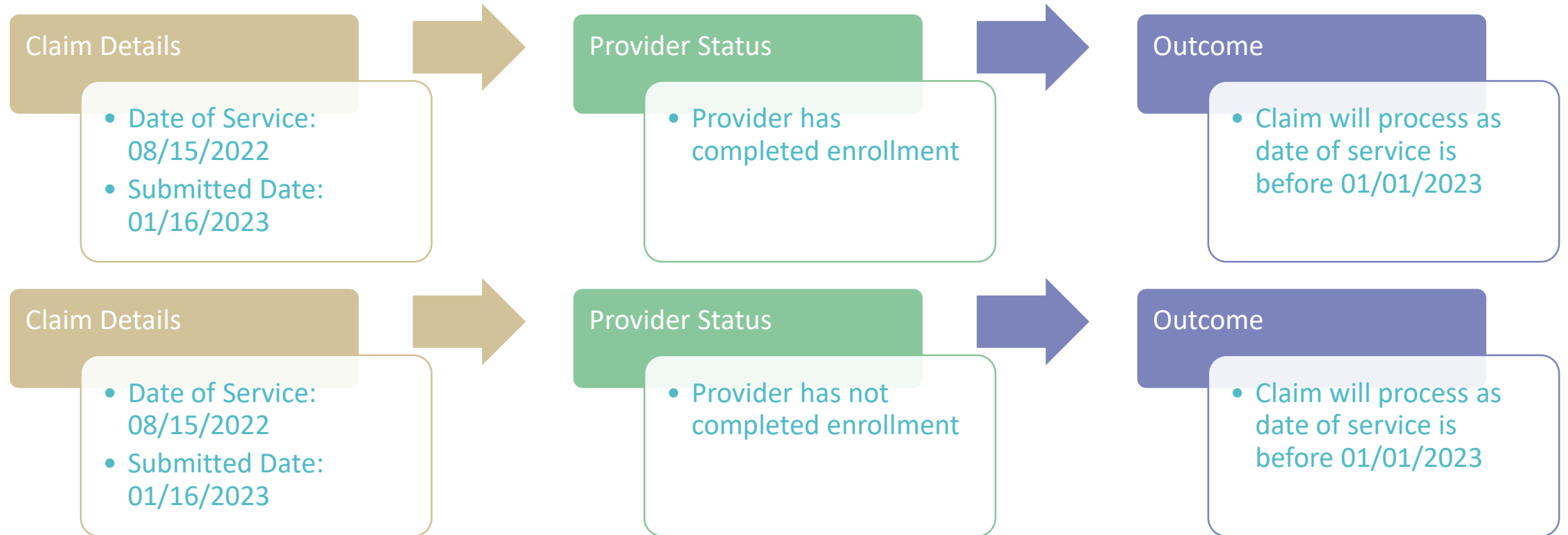
# Provider Enrollment Impact to Claims

- Claims for dates of service on or after January 1, 2023 will be denied for providers who have not submitted their provider enrollment application by September 30, 2022.
- Claims cannot be resubmitted for payment, even if the provider subsequently submits an application and successfully enrolls, if the date of service is before the provider enrollment application submission date.

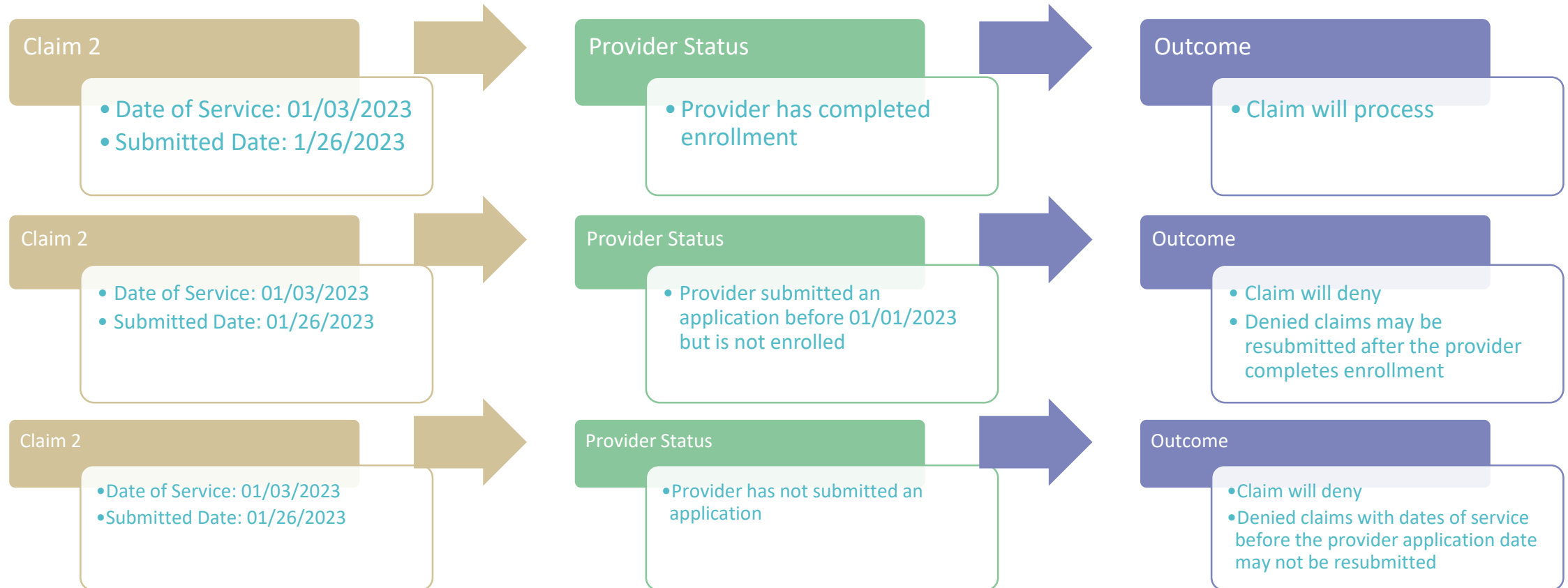
# Provider Enrollment Impact to Claims

- After January 1, 2023, only denied claims for dates of service between the date the enrollment application is submitted and the date the application is approved may be resubmitted.
  - Resubmission of claims for these dates of service will be considered for potential payment.

# Scenarios



# Scenarios





# Questions?

Provider Enrollment Portal Help Desk

[LouisianaProvEnroll@gainweltechnologies.com](mailto:LouisianaProvEnroll@gainweltechnologies.com)

833-641-2140

