



## Louisiana Department of Health Informational Bulletin 22-4 February 22, 2022

### Louisiana Medicaid Provider Enrollment Portal

Louisiana Medicaid launched its new Louisiana Medicaid Provider Enrollment Portal July 26, 2021 to screen and enroll all Medicaid providers. The portal was temporarily unavailable starting mid-January 2022 to make system edits to enhance security and was re-launched on February 14, 2022.

#### **What is the Medicaid Provider Enrollment Portal**

The Louisiana Medicaid Provider Enrollment Portal was designed to meet a Centers for Medicare and Medicaid Services (CMS) requirement and **must be used by all Medicaid providers**. Current managed care organization (MCO) 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. New providers will begin using the portal in mid- 2022.

The enrollment portal is accessible through Medicaid's fiscal intermediary website at [www.lamedicaid.com](http://www.lamedicaid.com). Additional guidance to help providers navigate enrollment can be found at [www.ldh.la.gov/medicaidproviderenrollment](http://www.ldh.la.gov/medicaidproviderenrollment). The site includes links to FAQs, manuals and training webinars, as well as contact information for providers with questions about enrollment.

#### **Timeline for Completing the New Enrollment and Screening Process**

All current providers, whether participating as a fee-for-service provider, MCO-only provider, DBPM provider, CSoC provider or some combination, must validate their information and sign the state's provider participation agreement. LDH has proposed a deadline extension to CMS. The proposed deadline is June 30, 2022 and pending approval from CMS. Providers are

encouraged to take action to complete enrollment. Any existing Medicaid provider that does not complete the enrollment and screening process through the new portal will have their claims denied.

## **Invitations to Enroll**

Gainwell Technologies, Louisiana Medicaid's fiscal intermediary, has sent an invitation to the mailing address on file for current providers. For providers enrolled with an MCO, DBPM or Magellan, Gainwell Technologies sent the invitation to the mailing address that is on file with the MCO, DBPM or Magellan. For providers only enrolled in fee-for-service Medicaid and not with any managed care entity, Gainwell Technologies sent the invitations to the service location address which they have on file.

Providers will need several data elements from this letter to complete their enrollment, including: Louisiana Provider ID, NPI, city, state and zip code. If a provider does not have this letter or this information, they can email [LouisianaProvEnroll@gainwelltechnologies.com](mailto:LouisianaProvEnroll@gainwelltechnologies.com) to request a reprinted letter be mailed.

Email requests must include the provider name and the NPI. Providers may send multiple provider requests in a single email. Reprinted letter requests will only be accepted by email. No other form of submission is accepted. Providers will receive a confirmation email from Gainwell when the submission is received. That email will include an anticipated turnaround time for the response.

## **Enrollment and Credentialing**

The Louisiana Medicaid Provider Enrollment process requires that all providers complete their enrollment and screening through the new web-based portal. This will bring the state into compliance with current federal requirements. Per CMS requirements, all providers must be screened by the state at the following intervals:

- When they initially apply for and submit an application to become a Medicaid provider;
- Upon reenrollment (reactivation of a previously closed provider number) in the state's Medicaid program; and
- At least once every five years to revalidate their enrollment, which is similar to the recredentialing process that all MCOs and DBPMs complete every three years.

**This process does not take the place of the normal MCO, DBPM or Magellan credentialing process.** Providers must still enroll, credential and contract with MCOs, DBPMs and Magellan separately. Current/existing providers have no additional steps to complete after completing

the enrollment process through the new Louisiana Medicaid Provider Enrollment Portal, but they will need to complete the recredentialing process every three years for each MCO and/or DBPM with which they are contracted and with Magellan, if applicable. If they do not do so, they will be disenrolled from the managed care plan with which they are contracted. New providers will need to complete both the credentialing process with MCOs, DBPMs and/or Magellan and the enrollment process with the state through the new portal.

After the initial enrollment period for current Medicaid providers, the portal will be updated for all new providers to enroll with the state. At that point, fee-for-service providers will no longer have to complete the paper enrollment process currently used. The new Louisiana Medicaid Provider Enrollment Portal will streamline and update the application process.

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 Resources**

If providers encounter any issues or have any questions, they should contact the call center at (833) 641-2140, Monday – Friday between the hours of 8 a.m. and 5 p.m. CST or send an email to [LouisianaProvEnroll@gainwelltechnologies.com](mailto:LouisianaProvEnroll@gainwelltechnologies.com).

Providers can find additional information and updates on the [provider enrollment webpage](#), including Frequently Asked Questions.

### ***Background on Enrollment Portal Requirement***

*As a part of the Affordable Care Act and later refined in the 21<sup>st</sup> Century Cures Act, federal laws enforced by CMS require that states screen and enroll all providers. The new Louisiana Medicaid Provider Enrollment Portal will bring Louisiana Medicaid into compliance with CMS revalidation and managed care screening requirements and federal law. The portal will be prepopulated with information that the state, MCOs, DBPMs and Magellan already have on file so that the provider can more easily submit an application through the portal. This streamlined process eliminates the need to complete and mail a paper application. Also, providers will have the ability to track their application through the portal.*