



**State of Louisiana**  
Louisiana Department of Health  
Bureau of Health Services Financing

## MEMORANDUM

**DATE:** August 30, 2022

**TO:** Medicaid Providers

**FROM:** Louisiana Medicaid

**SUBJECT:** CRITICAL UPDATES FOR MEDICAID PROVIDERS

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### Important information that will impact providers

- 1) Medicaid is hosting provider webinars about changes to Medicaid's managed care program; members may be assigned to a different health plan. Read below to learn more.
- 2) Provider claims will be denied if Medicaid Provider Enrollment is not complete. Providers will not be reimbursed for patient care. Read below to learn more.

### Medicaid to host provider webinars about new MCO contracts

Louisiana Medicaid is hosting a series of provider webinars on upcoming changes to Medicaid's managed care program and the potential changes in health plan enrollment for Medicaid members. All providers that file claims with Louisiana Medicaid are invited to attend.

Six webinars are scheduled, but providers need only attend one of the webinars. The information shared will be the same for all webinars, focusing on the addition of a sixth health plan to the managed care program and the health plan auto assignment of most current members prior to January 1, 2023. This auto assignment means some members may be assigned a health plan that is different from their current health plan. There is no registration for the webinar, but there is limited capacity of 3,000 participants for each webinar. If that capacity is reached, no additional participants will be able to join. Medicaid may consider future webinars if providers are unable to attend due to capacity limitations.

There will be an opportunity for questions and answers during the webinar. Providers with questions needing a health plan response are reminded to consult [Informational Bulletin 19-3](#) which provides contacts for escalation of provider issues.

The webinar will be made available online for those unable to attend.

Webinars are scheduled for the following dates and times:

- **Friday September 2, 2022 (three separate webinars)**
  - First webinar - 9:30 – 10:30 a.m.
  - Second webinar - 11 a.m. - 12 p.m.
  - Third webinar - 4 - 5 p.m.

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- **Wednesday, September 7, 2022 (two separate webinars)**
  - First webinar - 9:30 – 10:30 a.m.
  - Second webinar - 11 a.m. - 12 p.m.
- **Thursday, September 15, 2022 (one webinar)**
  - Time: 3:30 – 4:30 p.m.

The zoom information is the same for all webinars.

- **Zoom link:**  
<https://us06web.zoom.us/j/84703521523?pwd=SVZhWDFsKzlpR3g0aWFTTzV6TTcwZz09>
- **Zoom Passcode:** 522498

### **Medicaid Provider Enrollment Required Deadline: September 30, 2022**

Providers who file claims with Louisiana Medicaid are required by Federal laws to enroll in Medicaid's web-based provider enrollment portal.

The enrollment portal must be used by Medicaid providers. This includes fee-for-service, managed care organization (MCO) only, Dental Benefits Program Manager (DBPM), and Coordinated System of Care (CSoC) providers.

**The deadline to submit an enrollment application is September 30. Providers must allow several weeks from the time of the application submission to the time that enrollment is considered complete. Claims will be denied beginning December 31, 2022, for providers who have not completed the enrollment process.**

The September 30 deadline applies to:

- Providers enrolled with Fee for Service (FFS) Medicaid before December 31, 2021
- Providers enrolled with an MCO, DBPM, or Magellan before March 31, 2022

Providers should visit [www.lamedicaid.com](http://www.lamedicaid.com) to enroll. Providers will need several data points to complete enrollment, including Louisiana Provider ID, NPI, city, state, and zip code. This information is included in a letter from Gainwell Technologies.

New FFS Medicaid providers should continue to follow the [enrollment process outlined](#) for FFS Medicaid and will be invited to enroll in the portal at a later date.

New MCO, DBPM & Magellan providers should continue to follow the enrollment processes outlined for MCO, DBPM, and Magellan and will be invited to enroll in the portal at a later date.

If providers are unsure of their enrollment status, a Provider Portal Enrollment Lookup Tool is available at [www.lamedicaid.com](http://www.lamedicaid.com). Data elements that may be used for lookup include NPI, provider name, provider type, specialty, address, city and state, or zip code. The results given will show the provider's status as either enrollment complete, action required or currently in process by Gainwell. Providers that are not shown in the results are not required to enroll at this time. Invitation letters for those providers will be sent at a later date. The Lookup Tool is updated daily and the results may be downloaded.

If your information has not been processed within 15 business days, please contact Gainwell Technologies by emailing [louisianaprovenroll@gainwelltechnologies.com](mailto:louisianaprovenroll@gainwelltechnologies.com) or contacting 1-833-641-2140 for a status update on enrollment and any next steps needed to complete the process.