Provider Enrollment Portal Requirement Updates

LDH has revised the requirements for the Louisiana Medicaid Provider Enrollment Portal. The Louisiana Medicaid Provider Enrollment Portal must be used by any providers that care for Medicaid members and file claims with Louisiana Medicaid.

This includes the following types of providers:

- Current managed care organization (MCO) providers
- Dental Benefits Program Manager (DBPM) providers
- Coordinated System of Care (CSoC) providers
- Existing fee-for-service providers

All providers, including any new providers enrolling for the first time, will be notified by invitation letter when it is time for them to enroll.

Timeline for completing the enrollment and screening process
Current providers must validate their information and sign the state's provider participation agreement. The deadline for providers to submit an application to the Provider Enrollment Portal is Sept. 30, 2022. The application deadline applies to providers who received an invitation letter from Gainwell Technologies. 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 Dec. 31, 2022 for providers who have not completed the enrollment process.

New providers will need to complete the credentialing process with MCOs, DBPMs and/or Magellan either concurrent with or after they complete the enrollment process with the state through the Louisiana Medicaid Provider Enrollment Portal. New providers will receive invitation letters when it is their time to enroll.

For more information, view the LDH informational bulletin announcing the Provider Enrollment Portal updates.

Provider Enrollment Portal resources
A Provider Portal Enrollment Lookup Tool is now available. 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. 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.

Questions?
For answers to specific coverage or claims questions, please call the Provider Call Center at 866-675-1607.