

Medicaid Provider Enrollment Portal

Presented by LDH and Gainwell



gainwell

Contents of this presentation

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What is the Medicaid Provider Enrollment Portal?

- The portal is required by the Centers for Medicare and Medicaid Services (CMS) so that states can screen and enroll providers
- The portal is a way for providers to submit online Medicaid enrollment applications
- The portal will be used for revalidation of current providers (**now**) and new enrollment (**sometime in 2022**)/screening of managed care providers
- The portal will bring Louisiana into compliance with screening requirements of the Affordable Care Act

Portal Highlights

- Multiple users can have accounts for a single provider's account
- The portal will be pre-populated with either registry or CAQH data
- Providers will need to just review what's changed and answer the disclosure of ownership questions
- Providers will be able to check their application status in the portal
- No documents will need to be uploaded, except by request of the PE Team, in which case it would be emailed to LouisianaProvEnroll@gainwelltechnologies.com.
- All signatures will be collected electronically

MCO providers:

- Providers apply/enroll to each MCO directly
- Each MCO credentials the provider or relies on the group's credentialing if there's a delegated credentialing agreement
- Each MCO makes its own networking decision (or decision to enter into a single case agreement)

MCO Provider Screening:

- MCO providers must now apply and be screened by the state before they can be paid by an MCO (Existing MCO providers)
- This does not take the place of credentialing performed by the MCO's
- This does not require the provider to also participate in FFS

FFS Revalidation:

- FFS providers continue to enroll with GW Provider Enrollment team using the PE 50 process.
- Providers enrolled with the state must now be revalidated every 5 years.

Neither of these processes replaces MCO credentialing.

Louisiana Medicaid Account Registration

Start by going to www.lamedicaid.com

Hover
over
Provider
Tools

Click on
Provider
Login


The screenshot shows the LA Medicaid website interface. On the left is a navigation menu with the following items: ABOUT US, PROVIDER TOOLS (highlighted with a red arrow), TRAINING/POLICY UPDATES, CLAIMS AND BILLING, FEE SCHEDULES, MEDICAID PROGRAMS & (highlighted with a red arrow), RESOURCES, and SEARCH. The main content area is titled 'LA Medicaid' and features a 'Recent Policy' section. This section contains a list of updates, including 'Fraud and Abuse', 'MEVS', 'Fee-for-Service Provider Enrollment', 'Provider Locator Tool', 'Provider Login' (highlighted with a red arrow), 'Provider Manuals', 'Provider Updates', 'Remittance Advice', and 'REVS'. A 'PRINT' button is located in the top right corner of the page.

Menu Item	Recent Policy
ABOUT US	
PROVIDER TOOLS	FRAUD AND ABUSE
TRAINING/POLICY UPDATES	MEVS
CLAIMS AND BILLING	FEE-FOR-SERVICE PROVIDER ENROLLMENT
FEE SCHEDULES	PROVIDER LOCATOR TOOL
MEDICAID PROGRAMS &	PROVIDER LOGIN
RESOURCES	PROVIDER MANUALS
SEARCH	PROVIDER UPDATES
	REMITTANCE ADVICE
	REVS

Louisiana Medicaid Account Registration

LOUISIANA MEDICAID

You are here : Louisiana Medicaid > Provider Login



Help

Notice

This is a class action notice for the A.A. et al. v Phillips et al. lawsuit.

Provider Login


PRINT

Please enter your 10-digit National Provider Identifier (NPI) or 7-Digit Medicaid Provider ID

[Reset account information or change administrator?](#)

Note: Non-FFS Behavioral Health Providers should use their NPI to login.

For security purposes, please enter the characters from the CAPTCHA image



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NEXT

Read and accept the Terms of Use Agreement

Text of the Terms of Use Agreement is displayed above the Accept and Decline buttons.

Ratification of Agreement

Please accept or decline the terms and conditions of this Agreement by clicking on the button that signifies your action.


ACCEPT

DECLINE

Enter City, State, and Zip Code

LOUISIANA MEDICAID

You are here : Louisiana Medicaid > Provider Login

[Help](#)

Registration Verification

PRINT

Please enter the following Physical Address information from your enrollment packet to verify your identity.

City

State

Zip Code

PREVIOUS

NEXT

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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

Then click on the **NEXT** button

Create Account

LOUISIANA MEDICAID

You are here : Louisiana Medicaid > Provider Login

[Help](#)

Create Account

PRINT

An online account must be created in order to access restricted applications. Please enter the following information to create your account. This admin account will be used to manage users and allow their access to restricted applications. An * indicates required information.

* Login ID

(Maximum of 15 characters)

* First Name

* M.I.

* Last Name

* Telephone Number

(ex: 2251234567)

Fax Number

(ex: 2251234567)

* Email Address

This email address will be used when you forget your login or password.

PREVIOUS


NEXT

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Choose and answer the Security Questions

You are here : Louisiana Medicaid > Provider Login



Help

Security Questions

PRINT

Our security has been enhanced with the following questions to help you access your account in the event that you have forgotten your password or need assistance from Gainwell Technologies. You will be required to select 3 questions and answers which will be presented when validating your identity.

Question 1 (Choose One) ▼

Answer

Question 2 (Choose One) ▼

Answer

Question 3 (Choose One) ▼

Answer

PREVIOUS

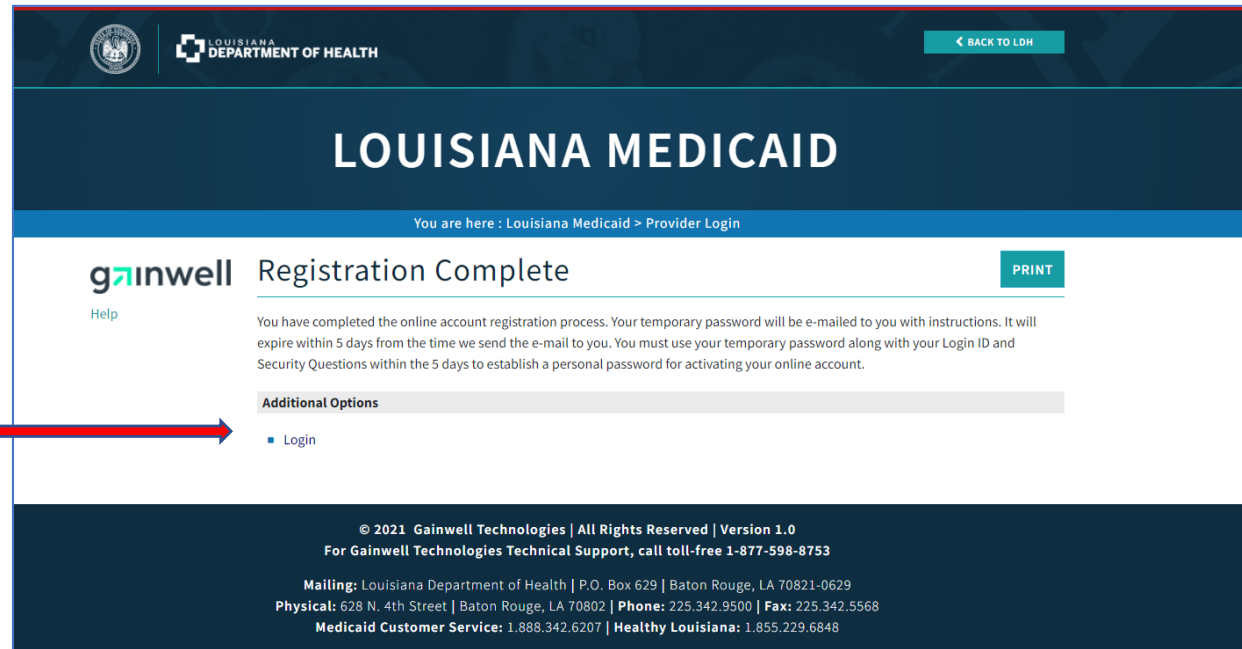
NEXT

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Registration Complete

Proceed to
login



The screenshot shows the Louisiana Medicaid registration completion page. At the top, there is a header with the Louisiana Department of Health logo and a 'BACK TO LDH' button. Below this is a large blue banner with 'LOUISIANA MEDICAID' in white. A breadcrumb trail indicates 'You are here : Louisiana Medicaid > Provider Login'. The main content area features the 'gainwell' logo, a 'Help' link, and a 'Registration Complete' heading with a 'PRINT' button. A message states that the user has completed the registration process and that a temporary password will be emailed within 5 days. Below this, an 'Additional Options' section contains a 'Login' link. A red arrow points from the text 'Proceed to login' to this 'Login' link. The footer contains copyright information for Gainwell Technologies and contact details for technical support and customer service.

LOUISIANA DEPARTMENT OF HEALTH

← BACK TO LDH

LOUISIANA MEDICAID

You are here : Louisiana Medicaid > Provider Login

gainwell Registration Complete [PRINT](#)

[Help](#)

You have completed the online account registration process. Your temporary password will be e-mailed to you with instructions. It will expire within 5 days from the time we send the e-mail to you. You must use your temporary password along with your Login ID and Security Questions within the 5 days to establish a personal password for activating your online account.

Additional Options

- [Login](#)

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Login to an existing account

 LA Medicaid 

ABOUT US

PROVIDER TOOLS

TRAINING/POLICY UPDATES

CLAIMS AND BILLING

FEE SCHEDULES

MEDICAID PROGRAMS & SERVICES

RESOURCES

SEARCH

Recent Policy

FRAUD AND ABUSE

MEVS

FEE-FOR-SERVICE PROVIDER ENROLLMENT

PROVIDER LOCATOR TOOL

PROVIDER LOGIN

PROVIDER MANUALS

PROVIDER UPDATES

REMITTANCE ADVICE

REVS

[Line Item Information for Medicaid Pharmacy 08/28/21 \(Revised 09/03/21\)](#)

[MEVS Portal Webinars 08/06/21](#)

[/Submitters of Electronic Claims – December 2021 Holiday Cutoff Dates for Receiving Electronic Claim Files 11/16/21](#)

[Requirements for Healthcare Settings 11/05/21](#)

[COVID-19 Vaccination Shots are now available to adults at increased risk, following new CDC guidance 09/27/21](#)

[Availability of \\$25.5 billion in COVID-19 Provider Funding 09/20/21](#)

[Requirements to Expand for Healthcare Settings 09/17/21](#)

[Providers to Participate in the Final Louisiana eScan Survey 09/14/21](#)


[Services Eligibility & Claims during the COVID-19 Public Health Emergency 08/02/21](#)

[Provider Enrollment Portal Launched July 26, 2021 07/27/21](#)

Login to an existing account

LOUISIANA MEDICAID

You are here : Louisiana Medicaid > Provider Login



Provider Login

[Help](#)

Notice


This is a class action notice for the A.A. et al. v Phillips et al. lawsuit.

Please enter your 10-digit National Provider Identifier (NPI) or 7-Digit Medicaid Provider ID

[Reset account information or change administrator?](#)

Note: Non-FFS Behavioral Health Providers should use their NPI to login.

For security purposes, please enter the characters from the CAPTCHA image



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[NEXT](#)

[PRINT](#)

Restricted Provider Applications

From the list, select the Provider Enrollment Application link. The example below shows the link for Fee For Service Individual Providers. Depending on the profile associated with the provider's account, other applications may also be displayed.



The screenshot shows the Louisiana Medicaid website interface. At the top, a dark blue header contains the text "LOUISIANA MEDICAID" in white. Below this, a blue breadcrumb trail reads "You are here : Louisiana Medicaid > My Applications". The main content area has a white background. On the left, the "gainwell" logo is displayed above a "My Account" menu with links for "My Profile", "My Applications", "Logout", and "Help". The main heading "Provider Applications" is followed by a "PRINT" button. A message states: "The application(s) listed below are for authorized use only. Click on an application link to access the application." Below this, there are two sections: "Provider Applications" and "Restricted Provider Applications". The "Restricted Provider Applications" section contains a single link: "Provider Enrollment Portal Application".

LOUISIANA MEDICAID

You are here : Louisiana Medicaid > My Applications

gainwell **Provider Applications** [PRINT](#)

My Account

- [My Profile](#)
- [My Applications](#)
- [Logout](#)
- [Help](#)

The application(s) listed below are for authorized use only. Click on an application link to access the application.

Provider Applications

- [LAMEDICAID.COM Fact Sheet](#)

Restricted Provider Applications

- [Provider Enrollment Portal Application](#)

Individual MCO Provider Elements required for Enrollment

- Provider must select the Primary and Other Taxonomy
- Provider's address information:
 - Address, City, State, Zip
 - Contact Name
 - Contact Phone
 - Contact Fax
 - Provider SSN
 - Date of Birth
- Disclosure of Ownership for Individuals:
 - Plan Name
 - State
 - Percent Ownership
 - ID Number
- Disclosure of Ownership for Individuals (Edit Relative):
 - Full Name
 - Relationship
 - Percent Ownership
 - Date of Birth
 - SSN
- Individual other than the enrolling provider:
 - Full Name
 - SSN
 - Date of Birth
 - Position
 - Phone Number and Email Address
- License Information:
 - Name on License
 - License Number
 - License State
- For Other Federal/State-Funded Healthcare Programs:
 - Plan Name
 - SSN
 - State
 - ID Number

Facility MCO Provider Elements required for Enrollment

- Provider must select the Primary and Other Taxonomy
- Provider's address information:
 - Address, City, State, Zip
 - Contact Name
 - Contact Phone and Fax
 - Provider Tax ID
- For Individual Owner:
 - First, Middle, Last Names
 - Percent Ownership In Disclosing Business
 - SSN
 - Date of Birth
 - Phone Number, Address, City, State, Zip
 - Alien Verification number
 - Medicaid Number and Medicare Number
 - For Individual Owner Relative:
 - First, Middle, Last Names
 - Relationship and Relationship Type
 - Title
 - For Subcontractors:
 - Subcontractor Business Name
 - Subcontractor Owner Name
 - Address, City, State, Zip
 - Phone Number and Contact Email
- For Plan:
 - Plan Name and DBA Name
 - Tax ID
 - State
 - Plan ID Number
- For Business Owner:
 - DBA Name and Legal Name
 - Tax ID Number
 - Phone, Fax, Email
 - Address, City, State, Zip
 - For Subcontractors:
 - Subcontractor Business Name
 - Subcontractor Owner Name
 - Address, City, State, Zip
 - Phone Number
 - Contact Email
 - For Plan:
 - Plan Name and DBA Name
 - Tax ID
 - State
 - Plan ID Number
- For Employee/Agent:
 - First, Middle, Last Names
 - Percent Ownership In Disclosing Business
 - SSN
 - Date of Birth
 - Phone Number, Address, City, State, Zip
 - First, Middle, Last Names for Alias/Other Name
 - Alien Verification number
 - Medicaid Number and Medicare Number
 - For Individual Owner Relative:
 - First, Middle, Last Names
 - Relationship and Relationship Type
 - Title
 - For Subcontractors:
 - Subcontractor Business Name
 - Subcontractor Owner Name
 - Address, City, State, Zip
 - Phone Number and Contact Email
 - For Plan:
 - Plan Name and DBA Name
 - Tax ID and Plan ID Number
 - State
- Name and Role for Authorized Individual
- Payment account information
 - Routing Number
 - Account Number

Individual FFS Provider Elements required for Enrollment

- Provider must select the Primary and Other Taxonomy
- Provider's address information:
 - Address, City, State, Zip
 - Contact Name
 - Contact Phone
 - Contact Fax
 - Provider SSN
 - Date of Birth
 - Contact Email
- For Other Business:
 - Plan Name
 - State
 - Percent Ownership
 - ID Number
- For Relative:
 - Full Name
 - Relationship
 - Percent Ownership
 - Date of Birth
 - SSN
- Individual other than the enrolling provider:
 - Full Name
 - SSN
 - Date of Birth
 - Position
 - Phone Number and Email Address
- License Information:
 - Name on License
 - License Number
 - License State
- For Other Federal/State-Funded Healthcare Programs:
 - Plan Name
 - SSN
 - State
 - ID Number

Facility FFS Provider Elements required for Enrollment

- Provider must select the Primary and Other Taxonomy
- Provider's address information:
 - Address, City, State, Zip
 - Contact Name
 - Contact Phone
 - Contact Fax
 - Provider Tax ID
- For Individual Owner:
 - First, Middle, Last Names
 - Percent Ownership In Disclosing Business
 - SSN
 - Date of Birth
 - Phone Number
 - Address, City, State, Zip
 - Alien Verification number
 - Medicaid Number and Medicare Number
 - For Individual Owner Relative:
 - First, Middle, Last Names
 - Relationship and Relationship Type
 - Title
- For Subcontractors:
 - Subcontractor Business Name
 - Subcontractor Owner Name
 - Address, City, State, Zip
 - Phone Number
 - Contact Email
- For Plan:
 - Plan Name and DBA Name
 - Tax ID and Plan ID Number
 - State
- For Business Owner:
 - DBA Name and Legal Name
 - Tax ID Number
 - Phone, Fax, Email
 - Address, City, State, Zip
 - For Subcontractors:
 - Subcontractor Business Name
 - Subcontractor Owner Name
 - Address, City, State, Zip
 - Phone Number
 - Contact Email
 - For Plan:
 - Plan Name and DBA Name
 - Tax ID
 - State
 - Plan ID Number
- For Employee/Agent:
 - First, Middle, Last Names
 - Percent Ownership In Disclosing Business
 - SSN
 - Date of Birth
 - Phone Number, Address, City, State, Zip
 - First, Middle, Last Names for Alias/Other Name
 - Alien Verification number
 - Medicaid Number and Medicare Number
 - For Individual Owner Relative:
 - First, Middle, Last Names
 - Relationship and Relationship Type
 - Title
 - For Subcontractors:
 - Subcontractor Business Name
 - Subcontractor Owner Name
 - Address, City, State, Zip
 - Phone Number and Contact Email
 - For Plan:
 - Plan Name and DBA Name
 - Tax ID
 - State
 - Plan ID Number
- Name and Role for Authorized Individual

FAQs

Within the portal, my provider type is wrong, but I can't change it. What do I do?

Within the portal your provider type is prepopulated and cannot be changed. If you feel that the provider type is wrong, please call the Provider Enrollment Portal staff at 833-641-2140 or email louisianaprovenroll@gainwelltechnologies and report the error. Please do not hold the completion of your portal application awaiting the correction.

Within the portal, my specialty indicator is wrong, but I can't change it. What do I do?

Within the portal your specialty is prepopulated and cannot be changed. If you feel that the specialty indicator is wrong, please call the Provider Enrollment Portal staff at 833-641-2140 or email louisianaprovenroll@gainwelltechnologies and report the error. Please do not hold the completion of your portal application awaiting the correction.

FAQs

Within the portal, my primary taxonomy is wrong, but I can't change it. What do I do?

Within the portal your primary taxonomy is prepopulated and cannot be changed. If you feel that the taxonomy is wrong, please call the Provider Enrollment Portal staff at 833-641-2140 or email louisianaprovenroll@gainwelltechnologies and report the error. Please do not hold the completion of your portal application awaiting the correction.

Will current providers be grandfathered in under the first cycle or will all current network providers have to re-enroll?

No, current providers will not be grandfathered in under the first cycle of provider enrollment. Previously, managed care providers have not been required to enroll directly with Louisiana Medicaid through the fiscal intermediary. They have only completed the Medicaid enrollment process with a managed care organization (MCO). The new enrollment and screening process will be managed for all providers through the new web-based portal. This will bring the state into compliance with current federal requirements. All current providers, network and out-of-network, must complete the state's enrollment process for claims to be approved by fee-for-service Medicaid and/or any of the MCOs.

FAQs

What address on file with Medicaid is the invitation going to?

For providers enrolled with an MCO, Gainwell Technologies will send the invitation to the mailing address that is on file with the MCO. For providers only enrolled in fee-for-service Medicaid and not with any of the MCOs, Gainwell Technologies will send the invitations to the service location address which they have on file.

If a provider needs to update their contact information, use the guidance below to determine how best to update their information.

- Fee-for-service providers can update their service location address by completing this [form](#).
- MCO providers can update their mailing address and/or email address by contacting each MCO with which they are enrolled. MCO contacts can be found [here](#).
- Any provider contracted with Magellan can update their contact information through [Magellan's provider portal](#).
- DentaQuest providers can update contact information by downloading this [form](#) and then emailing it to standardupdates@dentaquest.com.
- MCNA providers should send updated contact information to contactus@mcna.net, or mail to MCNA Dental, Attn: Credentialing, 200 West Cypress Creek Road, Suite #500, Fort Lauderdale, Florida 33309.

FAQs

Will providers have individual logins for the Louisiana Medicaid Provider Enrollment Portal? Can providers revalidate by group?

Providers will have an individual log in based on their provider number. Most fee-for-service providers already have a provider number that Gainwell Technologies generated for them. Providers that do not have a provider number yet will receive one based on a unique provider type and NPI combination. The mailed invitation to use the portal for the first time will include the provider number and instructions for the provider to create their unique log in for the provider portal. Providers cannot use the portal to revalidate as a group.

FAQs

If the information on the pre-populated form is incorrect, can the provider make changes?

Yes, the provider can correct information on the pre-populated form by typing directly into the field, except for a few important fields like provider type, tax ID, and paper check mailing address.

Note: The paper check mailing address will only be applicable to fee-for-service providers. This field is not applicable to MCO providers.

Will the portal use electronic signatures?

Yes, the portal will use electronic signatures. The portal will not require any uploaded or hand-signed forms.

FAQs

Do non-licensed providers have to use the Louisiana Medicaid Provider Enrollment Portal?

Yes, non-licensed providers must enroll with the state through the portal if they are indicated on a fee-for-service or MCO claim. For example, non-licensed mental health rehabilitation direct service workers are indicated on claims as a rendering provider, so they must use the portal.

Will providers be notified when it is time to revalidate their enrollment with Louisiana Medicaid?

Yes, providers will be notified when it is time to revalidate their Medicaid enrollment. Providers must revalidate their enrollment with the state at least once every five years, which is similar to the recredentialing process that all MCOs complete every three years.

FAQs

Will there be a public list posted of all providers who are due for revalidation?

No public listing of providers due for revalidation will be posted. Providers will be notified directly when it is time for them to log into the portal for their initial enrollment and when they are due for revalidation.


Will providers have access to a training video about how to use the Louisiana Medicaid Provider Enrollment Portal?


Yes, LDH and Gainwell Technologies will host training webinars for providers once the portal is launched. A recorded webinar will also be posted online. Additionally, the invitations sent to providers to use the provider enrollment portal for the first time will include a link to a detailed instruction manual.


Enrollment Status

Any of the following status messages may be associated with your enrollment:

 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

Provider Enrollment Portal Webinars

Provider Enrollment Portal Webinars are provided at the following site:

<https://ldh.la.gov/index.cfm/page/4125>

Provider Enrollment Portal Help Desk


The Provider Enrollment Portal Help Desk is ready to help!

LouisianaProvEnroll@gainwelltechnologies.com

833-641-2140



Q & A



March 31, 2022