



# Administrative Simplification Committee

May 20, 2022

# Medicaid Provider Enrollment Portal

- ▶ The Louisiana Department of Health has launched a new Medicaid Provider Enrollment Portal to meet the federal laws enforced by the Centers for Medicare and Medicaid Services (CMS), which requires that states screen and enroll all 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. The deadline for providers to submit an application to the Provider Enrollment Portal is June 30, 2022. Any existing Medicaid provider that does not submit an application to initiate the screening process through the new portal will have their claims denied. **The deadline for provider enrollment is June 30, 2022.**
- ▶ New providers will begin using the portal later in 2022.

# New Enhancement Available Now

## ▶ Portal Enrollment Lookup Tool:

- This is a public facing link that will allow providers to be searched. If the provider has **completed enrollment**, not just submitted their application, they will be displayed.
- If the provider is not displayed, follow the instructions on the site and call Gainwell. You may have received a request for more information.

# Enrollment Status Banner

**i** Your submission has been received

**i** Screening is in process

**i** Your enrollment with the State is complete

**i** 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.

# Rebaselined Providers

## Definition

- ▶ Rebaselined providers is a term used to indicate new providers that did not receive their first portal enrollment letter in 2021. Any provider that enrolled by paper with FFS or credentialed with an MCE after July 1, 2021 will be “picked up” starting in April 2022 and monthly thereafter until the Portal is ready for new provider enrollment. Rebaselined providers will have different dates to enroll.

# New Enhancement Coming Soon

## Specialty Change

- ▶ We are working on a Portal enhancement to allow providers to 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 Webinars

Provider Enrollment Portal Webinars are provided at the following site:

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

# FAQs

- ▶ 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.
- ▶ 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.

# Questions & Answers



# Next Meeting

August 19, 2022

10:00am – Noon

Location TBD

## **Louisiana Department of Health**

628 North 4th Street, Baton Rouge, Louisiana 70802

(225) 342-9500