Louisiana Department of Health
Informational Bulletin 21-5
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New Louisiana Medicaid Provider Enrollment Portal

Louisiana Medicaid <u>anticipates the launch of</u> a new Louisiana Medicaid Provider Enrollment Portal in ~~June 2021~~ <u>July 2021</u> to screen and enroll all Medicaid providers. The enrollment portal is being designed to meet a Centers for Medicare and Medicaid Services (CMS) requirement and **must be used by all Medicaid providers**. This includes current managed care organization (MCO) only providers, Dental Benefits Program Manager (DBPM) providers, Coordinated System of Care (CSoC) providers, fee-for-service providers, and any new providers enrolling for the first time. Once it becomes available, the new enrollment portal will be accessed through Medicaid's fiscal intermediary website at www.lamedicaid.com.

A second, informational website for providers has been created at www.ldh.la.gov/medicaidproviderenrollment. The site includes guidance to help providers prepare for the launch and navigate enrollment. It also includes a form for submitting feedback and asking questions.

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 through the portal within six months of the launch date. Any existing Medicaid provider that does not complete the enrollment and screening process through the new portal within the time frame indicated on the invitation that will be mailed to them will have their claims denied after that time period.

Gainwell Technologies, Louisiana Medicaid's fiscal intermediary, will send an invitation to the mailing address on file for current providers. The notice will inform providers when they can access the new Louisiana Medicaid Provider Enrollment Portal to complete the enrollment and screening process. Provider invitations and access will be staggered to prevent overwhelming the system. For providers enrolled with an MCO, DBPM or Magellan, Gainwell Technologies

will send 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 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 to best update their information.

- Fee-for-service providers can update their service location address by completing this form.
- MCO-only providers can update their mailing address by contacting each MCO with which they are enrolled. MCO contact information 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.

When Providers Should Expect Portal Invitations

The portal is anticipated to go live in ~~June 2021~~ July 2021, and invitations will ~~begin to~~ go out to providers ~~in June~~ when it is time for them to enroll through the new portal. Not all invitations will be mailed at the same time. Due to the large volume of enrollments, LDH plans to stagger invitations to avoid overwhelming the system. Providers should wait until they receive their invitation to access the portal. The invitation will include instructions for how to access the portal as well as training resources for providers and their enrollment staff.

Things to do in Preparation

To prepare for the new enrollment and screening process, providers should:
- Talk to their office staff that typically help with enrollment and credentialing processes.
- Look up their National Provider Identifier (NPI) and assigned taxonomies here.
- Review all taxonomy options here.

It is important that providers identify their assigned taxonomy in preparation for the enrollment and screening process because the use of assigned taxonomies will be new for fee-for-service providers and different for managed care providers. Although managed care providers currently use a taxonomy, they are free to use any taxonomy, which means their taxonomy may not necessarily match their provider type and specialty. To complete the

enrollment process in the portal, all providers will be asked to select a taxonomy in the portal, and their available choices will be limited to taxonomies that relate to their provider type and specialty.

Additionally, MCO-only providers should decide whether they also want to participate in the fee-for-service model. Providers are not required to enroll as fee-for-service unless they would like to do so.

Enrollment and Credentialing

Under the current process, managed care providers are not required to enroll directly with Louisiana Medicaid through the fiscal intermediary, Gainwell. A provider that becomes a managed care provider is credentialed and contracted with an MCO, DBPM and/or Magellan. If the provider is a fee-for-service provider, they must enroll as a Louisiana Medicaid provider and complete a screening process through the state's fiscal intermediary.

The new 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 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 the credentialing process with MCOs, DBPMs and/or Magellan after they complete 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.

Purpose of the New Enrollment Portal

As a part of the Affordable Care Act and later refined in the 21st 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 pre-populated 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.

Provider Resources

Providers can find additional information and updates on the provider enrollment webpage, including Frequently Asked Questions. Provider can also submit questions about the portal through the webpage.