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**To: AmeriHealth Caritas Louisiana Providers**

**Date: August 1, 2022**

**Subject: Informational Bulletin 22-4: Louisiana Medicaid Provider Enrollment Portal (Revised July 29, 2022)**

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**Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.**

The Louisiana Medicaid Provider Enrollment Portal was designed to meet the Centers for Medicare and Medicaid Services (CMS) requirement and must be used by any providers that provide care to Medicaid members and file claims with Louisiana Medicaid. This includes current managed care organization (MCO) only providers, Dental Benefits Program Manager (DBPM) providers, and 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.

The deadline for providers to submit an application to the Provider Enrollment Portal is **September 30, 2022**.

This process does not take the place of the normal AmeriHealth Caritas Louisiana credentialing process. New providers will need to complete the credentialing process with AmeriHealth Caritas Louisiana either concurrent with or after they complete the enrollment process with the state through the new Louisiana Medicaid Provider Enrollment Portal.

A [Provider Portal Enrollment Lookup Tool](#) is now available at [lamedicaid.com](http://lamedicaid.com). 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. Invitation letters will be sent at a later date. 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.

Per LDH, 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.

If providers encounter any issues or have any questions, they should contact the Gainwell call center at (833) 641-2140, Monday – Friday between the hours of 8 a.m. and 5 p.m. CST, or send an email to [LouisianaProvEnroll@gainwelltechnologies.com](mailto:LouisianaProvEnroll@gainwelltechnologies.com). Providers can find additional information and updates on the [provider enrollment webpage](#).

Please review [IB 22-4](#) for full details.

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007. The Provider Services Department can be reached between 7:00 am – 7:00 pm daily.

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**Need to update your provider information?** Send full details to: [network@amerihealthcaritasla.com](mailto:network@amerihealthcaritasla.com).