

To: AmeriHealth Caritas Louisiana Providers

Date: September 3, 2025

Subject: [Informational Bulletin 25-22](#): Fee Schedule Access Issue on
LAMedicaid.com

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

Fee Schedule Access Issue on LAMedicaid.com

Providers attempting to access Excel fee schedule documents on the [LAMedicaid.com](#) website may encounter the following error message:

“The file format and extension of ‘feeschedule.xls’ don’t match. The file could be corrupted or unsafe. Unless you trust its source, don’t open it. Do you want to open it anyway?”

Please be advised that these files are safe to open. This message is a result of a formatting issue currently being addressed.

To successfully access the fee schedules:

- Select **“Yes”** when prompted.
- You may be asked to confirm this choice **up to three times** – please select **“Yes”** each time.

Gainwell Technologies staff are actively working to resolve the issue.

For full details, please see [Informational Bulletin 25-22](#).

If you have questions regarding this bulletin, please contact Gainwell Technologies Provider Services at (800) 473-2783 or (225) 924-5040.

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