

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: February 4, 2022

Subject: Training Sessions for the Medicaid Provider Enrollment Portal

Summary: You are invited to join training sessions for the Medicaid Provider Enrollment Portal hosted by AmeriHealth Caritas Louisiana (ACLA).

If you file claims with a Healthy Louisiana Managed Care Organization, you must enroll in the new Medicaid Provider Enrollment Portal to continue receiving reimbursement. To simplify the enrollment process, we've partnered with Louisiana Medicaid and Gainwell for provider trainings, which will be hosted by ACLA.

The Provider Enrollment Portal Webinar will be held at **2pm** on the following dates:

- **February 8, 2022**
- **February 10, 2022**
- **February 15, 2022**
- **February 17, 2022**

Providers may register for training via [Zoom](#). Please select your preferred training date. The sessions are one hour, and will allow time for provider questions and concerns for providing feedback to Gainwell.

If you prefer direct outreach to Gainwell, please use the following contact options:

- Website: www.ldh.la.gov/medicaidproviderenrollment
- Email: LouisianaProvEnroll@gainwelltechnologies.com
- Phone: 1-833-641-2140 (Monday – Friday, between 8 a.m. and 5 p.m. CST)

Questions: Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

Missed an alert? You can find a complete listing of provider alerts on the [Provider Newsletters and Updates](#) page of our website.

Need to update your provider information? Send full details to network@amerihealthcaritasla.com.

Where can I find more information on COVID-19?

AmeriHealth Caritas Louisiana has updated its website to streamline communications and important notifications about COVID-19. Please visit <http://amerihealthcaritasla.com/covid-19> for up-to-date information for both providers and members, including frequently asked questions, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.