

Louisiana Department of Health Informational Bulletin



To: AmeriHealth Caritas Louisiana Providers

Date: February 22, 2021

Subject: Informational Bulletin 22-4: Louisiana Medicaid Provider Enrollment Portal

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 temporarily unavailable starting mid-January 2022 to make system edits to enhance security, and was re-launched on February 14, 2022.

Due to this delay, Louisiana Department of Health (LDH) has proposed a deadline extension to Centers for Medicare and Medicaid Services (CMS). The proposed deadline is **June 30, 2022** and is pending approval from CMS. As a reminder, the current deadline is **March 31, 2022**.

Providers are encouraged to take action to complete enrollment. Any existing Medicaid provider that does not complete the enrollment and screening process through the new portal will have their claims denied.

Gainwell Technologies, Louisiana Medicaid's fiscal intermediary, sent an invitation to the mailing addresses on file for current providers. Providers will need several data elements from this invitation to complete their enrollment, including: Louisiana Provider ID, NPI, city, state and zip code. If a provider does not have an invitation or this information, they can email LouisianaProvEnroll@gainwelltechnologies.com to request a reprinted letter be mailed.

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. 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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