

To: AmeriHealth Caritas Louisiana Providers

Date: March 27, 2023

Subject: Medicaid Redeterminations Webinars, Contact Info Form and Provider Enrollment Portal Reminders

Summary: Medicaid Redeterminations Webinars, Contact Info Form and Provider Enrollment Portal Reminders

LDH has issued the attached memo which includes important information on Medicaid Redeterminations beginning **April 1, 2023**; a contact information sheet that providers can use with patients; and provider enrollment reminders.

Starting in April, Louisiana Medicaid must re-start eligibility reviews and close anyone who is not eligible. Eligibility reviews are also called renewals. Not everyone will renew at the same time. It will take 12 months to renew all Medicaid members.

You are invited to join Medicaid for a Provider Webinar to learn more about what this means for Medicaid members and providers. Visit www.ldh.la.gov/providerwebinars.

Contact Information Form

The most important thing Medicaid members can do is update their contact information. This can be done in several ways including through a provider's office. Providers can have Medicaid members complete the [Contact Information Update form](#).

When using the form:

- Complete with as much information as possible. The member's name, date of birth and last four digits of their social are required.
- The form must be signed by hand. No digital or electronic signatures will be accepted.
- Forms can be submitted to Medicaid by email or by fax.
- Providers can give them to Medicaid members to complete and submit on their own OR providers can have the member complete the form in the office and then submit it to Medicaid on the member's behalf. Forms may be submitted to Medicaid one at a time or in batches.

Provider Enrollment Portal

The Provider Enrollment Portal at www.lamedicaid.com remains open for providers required to complete enrollment. Approximately 25% of Louisiana providers have not completed this required enrollment. Claims will be denied for providers who do not enroll.

Important Notes:

- Providers with multiple provider types must complete enrollment for each type. Providers should expect impacts to claims processing, and risk not getting paid if enrollment is not complete.
- **Any providers who have not completed enrollment by June 30, 2023, will have their patients assigned to another primary care physician and will be terminated from the program.**

Claim Denials - Ordering, Prescribing or Referring Providers (OPR)

If you are an OPR provider, physician, other practitioner, or facility who renders services to Medicaid beneficiaries based on your order, prescription, or referral, you will not be paid for such items or services, beginning **July 1, 2023**, unless you enroll in Medicaid and your NPI is included on the claim submitted to Medicaid by the rendering provider (42 CFR 455.440).

Please note that this extends to pharmacy Point of Sale (POS) systems as well. The POS system will deny any claims submitted, beginning **July 1, 2023**, for a Medicaid beneficiary with a prescriber, pharmacy provider, or vaccinating pharmacist who is not enrolled as a Medicaid provider.

Claims Adjudication - Ordering, Prescribing or Referring Providers (OPR)

Claims processing guidelines depend on when a provider enrolls. If enrollment is not complete, claims and payments will be impacted. If an OPR provider is included on a claim or writes a prescription and has not completed enrollment:

- The medical/professional claim will deny beginning **July 1, 2023**, if any one of the following are not enrolled:
 - Ordering provider
 - Prescribing provider
 - Referring provider
- The prescription will deny beginning **July 1, 2023**, if any one of the following are not enrolled:
 - Prescribing provider
 - Vaccinating pharmacist, or
 - Pharmacy provider

Providers that are unsure of their enrollment status may use the Provider Portal Enrollment Lookup Tool at <https://www.lamedicaid.com/portalenrollmentstatus/search>.

Results will show the provider's status as either enrollment complete, action required, application not submitted, or currently in process by Gainwell Technologies. Providers that are not shown in the results are not required to enroll at this time. Invitation letters for those providers will be sent at a later date. The Lookup Tool is updated daily.

Reminder: If your practice is not registered with ACLA's website portal-NaviNet, we highly recommend registering. To register, please visit <https://www.amerihealthcaritasla.com/provider/resources/navinet/index.aspx> to sign up or contact your Provider Account Executive for details.

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's Provider Services department at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

Missed an alert?

You can always find a complete listing of provider alerts on the [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, cancellations and postponements, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

MEMORANDUM

DATE: March 17, 2023

TO: Medicaid Providers

FROM: Louisiana Medicaid

SUBJECT: Medicaid Redeterminations Webinars; Contact Info Form; Provider Enrollment Portal Reminders

This memo includes important information on Medicaid redeterminations beginning April 1; information on a contact information sheet that providers can use with patients; and provider enrollment reminders.

Medicaid Redeterminations Webinars (Also known as Unwind)

In March 2020, Louisiana Medicaid changed some of its eligibility rules in response to the federal COVID-19 public health emergency (PHE). This included stopping closures for most Louisiana Medicaid members.

Starting in April, Louisiana Medicaid must re-start eligibility reviews and close anyone who is not eligible. Eligibility reviews are also called renewals. Not everyone will renew at the same time. It will take 12 months to renew all Medicaid members.

You are invited to join Medicaid for a Provider Webinar to learn more about what this means for Medicaid members and providers. Visit www.ldh.la.gov/providerwebinars.



Medicaid to host provider webinars on Ending Medicaid Continuous Coverage

Medicaid renewals will resume in April.
Join us and learn more at one of the upcoming webinars. Visit ldh.la.gov/providerwebinars for more information.

- Mon., March 20 - 6:00 - 7:00 PM
- Tues., March 28 - 6:00 - 7:00 PM
- Thurs., March 23 - 10:00 - 11:00 AM
- Wed., March 29 - 3:30 - 4:30 PM
- Fri., March 24 - 9:00 - 10:00 AM
- Tues., April 4 - 6:00 - 7:00 PM
- Mon., March 27 - 9:30 - 10:30 AM
- Thurs., April 6 - 2:30 - 3:30 PM

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Providers can find additional information and submit questions on the [provider enrollment webpage](#) and in the [Informational Bulletin 22-38: Provider Enrollment Requirements](#).

Providers needing assistance with application and enrollment should contact Gainwell Technologies by emailing louisianaprovenroll@gainwelltechnologies.com or contacting 1-833-641-2140 for a status update on enrollment and any next steps needed to complete the process.