

**To:** AmeriHealth Caritas Louisiana Providers

**Date:** July 28, 2021

**Subject:** Informational Bulletin 21-5: New Louisiana Medicaid Provider Enrollment Portal

**Summary:** LDH has revised IB 21-5: New Louisiana Medicaid Provider Enrollment Portal.

The new Louisiana Medicaid Provider Enrollment Portal was launched on **July 26, 2021** to screen and enroll all AmeriHealth Caritas Louisiana providers.

Providers should wait until they receive their invitations to access the portal. Providers enrolled with AmeriHealth Caritas Louisiana and not fee-for-service (FFS) should receive their invitations to use the portal between **August 2, 2021** and **September 6, 2021**. Providers that only participate in FFS should receive their invitations between **September 1, 2021** and **September 30, 2021**.

If providers encounter any issues or do not receive their portal invitations within the specified timeframe, they should contact the Gainwell call center at 1 (833) 641-2140, Monday – Friday between the hours of 8AM and 5PM.

Please review [IB 21-5](#) for full 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 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.

#### **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.