

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: October 29, 2021

Subject: Additional Support Available for Provider Enrollment Issues

Summary: Gainwell has added an additional method of communication for Provider Enrollment issues.

Gainwell has added an additional way for providers to communicate with them for Provider Enrollment issues related to the portal: louisianaprovenroll@gainwelltechnologies.com.

Enrollment is necessary to comply with federal laws and to receive reimbursement for providing care to AmeriHealth Caritas Louisiana members.

This is separate from the enrollment, screening and credentialing processes you completed to join the AmeriHealth Caritas Louisiana provider network. Managed care providers must still be enrolled, credentialed and contracted in keeping with AmeriHealth Caritas Louisiana requirements.

Gainwell questions and resources: Providers can find additional information on the Medicaid provider enrollment webpage. If providers encounter any issues or do not receive their portal invitation within the specified timeframe, they should contact the Gainwell call center at (833) 641-2140, Monday – Friday between the hours of 8 a.m. and 5 p.m. central time.

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.