



## ***Medicaid Provider Enrollment Portal Update and Requirements***

Effective January 1, 2024, claims will deny for providers that have not completed enrollment for each provider type associated with their NPI. Providers must have all provider types enrolled by December 31, 2023, to avoid claim denials.

The Provider Enrollment Portal will remain open for providers who failed to enroll but wish to complete an application. Providers who did not complete enrollment by the June 30, 2023 deadline were deactivated and their patients have been reassigned to another primary care physician.

Providers, who are unsure of their enrollment status or want to check the status of admitting, ordering, referring and prescribing providers, may use the Provider Portal Enrollment Lookup Tool at [Medicaid | Department of Health | State of Louisiana | Portal Enrollment Status \(lamedicaid.com\)](https://lamedicaid.com). The Lookup Tool is updated daily to show the provider's status as either enrollment complete, action required, application not submitted, or currently in process by Gainwell Technologies.

### Who is Required to Enroll?

- Providers who file claims with Louisiana Medicaid
  
- Ordering, Prescribing or Referring Providers (OPR)
  - OPR providers do not bill for services rendered, but may order, prescribe, or refer services/supplies for beneficiaries. Rendering providers must include the OPR provider's NPI on claims. OPR providers must also be enrolled for claims to pay.

### Critical Deadlines - Claims Adjudication

If a provider has not completed enrollment, there will be an impact to all claims processed on and after January 1, 2023. The following scenarios outline those impacts.

Scenario 1: Claims for dates of service on or before December 31, 2022, will be adjudicated for providers who have and have not completed enrollment.

Scenario 2: Claims for dates of service on or after January 1, 2023, will be adjudicated for providers who have completed enrollment.

Scenario 3: Providers who did not complete enrollment on or before December 31, 2022, will have their claims denied for dates of service on or after January 1, 2023.

Providers that completed the enrollment process by June 30, 2023, may resubmit previously denied claims for dates of service between January 1, 2023 and June 30, 2023. Providers who did not complete the enrollment process by June 30, 2023 will not be reimbursed for claims with dates of service between January 1, 2023 and June 30, 2023.

Scenario 4: If an attending, or OPR provider is included on a claim or writes a prescription and has not completed enrollment, it will affect claims adjudication as follows:

- Even if the billing provider is fully enrolled, the medical/professional claim will deny beginning July 1, 2023, if any one of the following were not enrolled:
  - Ordering provider
  - Prescribing provider
  - Referring provider
- Even if the pharmacy is fully enrolled, the prescription will deny beginning July 1, 2023, if any one of the following were not enrolled:
  - Prescribing provider
  - Vaccinating pharmacist, or
  - Pharmacy provider
- Even if a hospital is fully enrolled, the hospital claim will deny beginning July 1, 2023, if the attending provider was not enrolled.

Scenario 5: For providers with multiple provider types, claims for dates of service on or after January 1, 2023, will be adjudicated for providers who completed enrollment of at least one provider type.

Scenario 6: Non-Emergency Medical Transportation (NEMT) providers who were invited to enroll were required to complete the enrollment process by June 30, 2023. NEMT Providers who did not complete enrollment on or before June 30, 2023, will have their claims denied for dates of service on or after July 1, 2023.

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

LDH has published Informational Bulletin 22-38 for your reference [IB22-38 revised 11.14.23.pdf \(la.gov\)](#). Questions or concerns regarding this bulletin can be addressed by contacting United Healthcare Community Plan at 1-866-675-1607.