



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

MEMORANDUM

DATE: June 29, 2022

TO: Medicaid Providers

FROM: Louisiana Medicaid

SUBJECT: Medicaid will deny claims for Providers who have not completed Provider Enrollment

Medicaid will begin denying claims on December 31, 2022 for providers who have not completed enrollment through the Medicaid Provider Enrollment Portal.

The deadline to submit an enrollment application is September 30. Providers must allow several weeks from the time of the application submission to the time that enrollment is considered complete. Claims will be denied beginning December 31, 2022 for providers who have not completed the enrollment process.

This enrollment deadline applies to providers who received an invitation letter from Gainwell. Providers should visit www.lamedicaid.com to enroll. Providers will need several data points to complete enrollment, including Louisiana Provider ID, NPI, city, state and zip code. This information is included in a letter from Gainwell Technologies.

CMS has mandated enrollment and it applies to any provider that provides care to Medicaid members, which includes current managed care organization (MCO) only providers, Dental Benefits Program Manager (DBPM) providers, Coordinated System of Care (CSoc) providers, existing fee-for-service providers, and any new providers enrolling for the first time.

If providers are unsure of their enrollment status, a Provider Portal Enrollment Lookup Tool is available at lamedicaid.com. Providers will need one of the following data points to use the lookup tool: NPI, provider name, provider type, specialty, address, city and state, or zip code. Results given will show providers whose enrollments are 100% complete. Providers, who have submitted their applications but do not see their names listed, must allow at least 15 business days for the update to be processed. If your information has not been processed within 15 business days, please contact Gainwell Technologies by emailing louisianaprovenroll@gainwelltechnologies.com or contacting 833-641-2140 for a status update on enrollment and any next steps needed to complete the process.

Additional guidance is located at www.ldh.la.gov/medicaidproviderenrollment. Providers can also email questions to LouisianaProvEnroll@gainwelltechnologies.com or call 833-641-2140, Monday – Friday between the hours of 8 a.m. and 5 p.m. CST.