

June 2021

OVERVIEW:

Beginning July 2021, Louisiana Medicaid anticipates the launch of a new Louisiana Medicaid Enrollment Portal. All* Medicaid Providers are required to enroll via the Louisiana Medicaid Portal. This includes current managed care organization (MCO) only providers, Dental Benefits Program Manager (DBPM) providers, Coordinated System of Care (CSoC) providers, fee-for-service providers, and any new providers enrolling for the first time. Enrollment guidance can be found at www.ldh.la.gov/medicaidproviderenrollment.

* Providers currently participating in the Aetna Better Health of Louisiana network, must also validate their information and sign the state's provider participation agreement through the Louisiana Medicaid Portal within six months of the launch date. Any existing Medicaid provider who does not complete the enrollment and screening process through the new portal within the time frame indicated on the invitation that will be mailed to them will have their claims denied after that time period. Providers enrolled with ABHLA will receive an invitation sent to the mailing address that is on file with ABHLA.

Please review the following questions and answers to learn more about the new enrollment portal.

Why is there a new process for enrollment and screening that providers need to complete for Louisiana Medicaid?

- As a part of the Affordable Care Act and later refined in the 21st Century Cures Act, federal laws enforced by CMS require that states screen and enroll all providers, including MCO-only providers, Dental Benefits Program Manager (DBPM) providers and Coordinated System of Care (CSoC) providers.
- The new Medicaid Provider Enrollment Portal will bring Louisiana into compliance with these requirements.
- The portal will also streamline the enrollment process currently used for fee-for-service providers.
 - The portal will eliminate the need to complete a paper application and mail in the packet to Gainwell, Medicaid's fiscal intermediary.
 - Existing provider information will be pre-populated in the portal, so a provider only has to update any information that has changed.
 - The portal will use electronic signatures and will not require any uploaded or hand-signed forms.

Who does this new requirement apply to?

- When the portal launches in July, all existing providers – those who participate in fee-for-service, those who are MCO-only, those enrolled in a DBPM, and those enrolled with Magellan – will need to enroll through the portal when they receive their invitation in the mail.
- The portal will later be updated to be used by all new providers who are enrolling with Medicaid for the first time.
- This CMS requirement applies to all Medicaid provider types, including those that only prescribe medications or refer imaging services.
- The requirement also applies to non-network MCO providers.

Do non-licensed providers have to use the Louisiana Medicaid Provider Enrollment Portal?

- Non-licensed providers must enroll with the state through the portal **IF** they are indicated on a fee-for-service, MCO, DBPM or Magellan claim.
 - For example, non-licensed mental health rehabilitation direct service workers are indicated on claims as a rendering provider, so they must use the portal.

Will current providers be grandfathered in under the first cycle or will all current providers have to re-enroll?

- All current providers will receive an invitation and have to use the portal after it is launched.

How does this new enrollment and screening process on the state portal differ from enrollment and screening as a managed care provider or a fee-for-service provider?

- Previously, managed care providers were not required to enroll directly with Louisiana Medicaid through the fiscal intermediary, Gainwell Technologies.
 - This process does not take the place of the normal MCO, DBPM or Magellan credentialing process.
 - Current providers do not have to take any additional steps after completing the enrollment process through the new portal, but they will need to complete recredentialing process with their MCO(s), DBPM(s) and/or Magellan every three years.
 - New providers will need to complete the credentialing process with an MCO, DBPM and/or Magellan after they complete the enrollment process with the state through the new Louisiana Medicaid Provider Enrollment Portal.
- Previously, fee-for-service providers enrolled as a Louisiana Medicaid provider and completed a screening process through the state's fiscal intermediary, Gainwell Technologies using a lengthy paper application.
 - The new portal will take the place of the paper application.
- The new enrollment and screening process with the state will be managed for all Medicaid providers through the new web-based portal.
 - Providers may continue with their current business model and will not be mandated to provide care through the fee-for-service model unless that is their preference.

How will I know when it is time to visit the portal and complete my enrollment?

- The Louisiana Medicaid Provider Enrollment Portal has an anticipated launch date of July 2021.
- Gainwell Technologies, the state's fiscal intermediary and provider enrollment vendor, will send out an invitation to providers letting them know when they can visit the new Louisiana Medicaid Provider Enrollment Portal.
- Providers should wait until they receive their invitation to access the portal.
- Invitations will go out to providers when it is time for them to enroll in the new portal.
 - Not all invitations will be mailed at the same time.
 - Due to the large volume of enrollments, LDH plans to stagger invitations to avoid overwhelming the system.
- All current providers must validate their information and sign the state's provider participation agreement through the portal by the date indicated on their invitation.

What address will the invitation go to?

- For providers enrolled with an MCO, DBPM or Magellan, the invitation will be sent to the mailing address that is on file with the MCO, DBPM or Magellan.
- For providers only enrolled in fee-for-service Medicaid, the invitation will be sent to the service location address which they have on file.

How can I update my contact information?

- Fee-for-service providers can update their service location address by completing the Provider Enrollment File Update Form that can be found at www.lamedicaid.com.
- Managed care providers can update their mailing address by contacting the plan(s) with which they are enrolled.
 - ABHLA providers, use the contact information [here](#).
 - Any provider contracted with Magellan can update their contact information through [Magellan's provider portal](#).
 - DentaQuest providers can update contact information by downloading this [form](#) and then emailing it to standardupdates@dentaquest.com.
 - MCNA providers should send updated contact information to contactus@mcna.net, or mail to MCNA Dental, Attn: Credentialing, 200 West Cypress Creek Road, Suite #500, Fort Lauderdale, Florida 33309.

What happens if I do not complete this process?

- Any existing Medicaid provider that does not complete the enrollment and screening process through the new portal within the established timeline will have their claims denied.

Will providers have individual logins for the Louisiana Medicaid Provider Enrollment Portal, or will they revalidate by group?

- Providers will use the portal as individuals, not by group. They will have an individual login based on their provider number.
- Many existing providers already have a provider number and login that they use on www.lamedicaid.com. The same login will be used for the new provider enrollment portal.
- Providers that do not have a provider number yet will receive one based on their provider type and NPI.
 - The invitation to use the portal for the first time will include the provider number and instructions for the provider to create their unique log in for the provider portal.

Will providers have access to training about how to use the Louisiana Medicaid Provider Enrollment Portal?

- The Louisiana Department of Health and Gainwell Technologies will host a training webinar for providers before the portal launches.
 - The webinar will be recorded and posted online.
- Additionally, the invitations sent to providers to use the provider enrollment portal will include a link to a detailed instruction manual that will also be posted online.

How can I best prepare for the new enrollment and screening process?

- Providers should talk to their office staff that typically help with enrollment and credentialing processes.
- Providers should determine their NPI (National Provider Identifier) and assigned taxonomy information.
- Look up your NPI and assigned taxonomies at <https://npiregistry.cms.hhs.gov/>.
- Visit www.ldh.la.gov/MedicaidProviderEnrollment to get more information about preparing, as well as resources related to NPI and taxonomy.
- MCO providers should decide whether they also want to participate in the fee-for-service model. Providers will not be required to enroll as fee-for-service unless they would like to do so.

Why do I need to determine my assigned taxonomy information?

- The use of assigned taxonomies will be new for fee-for-service providers and different for managed care providers.
 - A taxonomy code is a unique 10-character code that designates your classification and specialization. Providers use this code when applying for an NPI.
- Although managed care providers currently use a taxonomy, they are free to use any taxonomy, which means their taxonomy may not necessarily match their provider type and specialty.
- Learn more about all taxonomy options at <https://taxonomy.nucc.org/>.
- All providers will be asked to select a taxonomy in the portal to complete the enrollment process, and their available choices will be limited to taxonomies that relate to their provider type and specialty.

How often do providers need to be screened by the state?

- CMS requires that all providers be screened by the state:
 - When they initially apply for and submit an application to become a Medicaid provider;
 - Upon reenrollment (reactivation of a previously closed provider number) in the state's Medicaid program; and
 - At least once every five years to revalidate their enrollment, which is similar to the recredentialing process that all MCOs, DBPMs and/or Magellan complete every three years.
- Providers must also complete the recredentialing process with MCOs, DBPMs and/or Magellan every three years.

Will providers be notified when it is time to revalidate their enrollment with Louisiana Medicaid?

- Yes, providers will be notified directly when it is time for them to log into the portal for their initial enrollment and when they are due for revalidation.

Questions and Support:

For questions, please contact LAProvider@AETNA.com or call 1-855-242-0802 and follow the prompts.