

**To: AmeriHealth Caritas Louisiana Providers**

**Date: July 1, 2024**

**Subject: [Informational Bulletin 24-22](#): Provider Enrollment Portal Rebaseline**

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**Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.**

### **Provider Enrollment Portal Rebaseline**

Louisiana Medicaid will launch its Medicaid Provider Enrollment Rebaseline in **July 2024**, with future rebaselines for new providers occurring every two months thereafter.

Rebaseline means new AmeriHealth Caritas Louisiana credentialed providers that have not enrolled with Louisiana Medicaid will receive an invitation letter to enroll through the web portal. The invitation letter will provide specific provider information along with detailed instructions needed for the enrollment process.

Providers that receive an enrollment invitation letter must enroll with Louisiana Medicaid to avoid impacts to claims processing. This includes admitting, ordering, referring and prescribing providers and out of state providers that have billed Louisiana Medicaid.

Providers with multiple provider types must complete an enrollment for each type.

**Providers will have 120 days to complete an enrollment** and must allow several weeks for application processing. Providers that have not completed enrollment within 120 days of receiving the enrollment invitation letter will result in denied claims and deactivation from the Louisiana Medicaid program.

Providers that are unsure of their enrollment status or that want to check the status of their application may use the Provider Portal Enrollment Lookup Tool at <https://www.lamedicaid.com/portalenrollmentstatus/search>. Results will show the provider's status as either enrollment complete, action required, application not submitted or currently in process by Gainwell Technologies. Providers that are not shown in the results are not required to enroll at this time. Invitation letters for those providers will be sent at a later date.

### **Provider Resources**

- For additional information, including frequently asked questions, recorded webinar presentations and manuals containing the individual and facility enrollment process, provider account registration, and previous Louisiana Medicaid Enrollment notifications, visit [www.ldh.la.gov/medicaidproviderenrollment](http://www.ldh.la.gov/medicaidproviderenrollment).

- Providers needing assistance with enrollment should contact Gainwell Technologies by emailing [louisianaprovenroll@gainwelltechnologies.com](mailto:louisianaprovenroll@gainwelltechnologies.com) or contacting (833) 641-2140.

For full details, please see [Informational Bulletin 24-22](#).

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007. The Provider Services Department can be reached between 7:00 am – 7:00 pm daily.

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**Need to update your provider information?** Send full details to: [network@amerihealthcaritasla.com](mailto:network@amerihealthcaritasla.com).