

August 28, 2025

OVERVIEW:

Louisiana Department of Health has issued [Informational Bulletin 25-22: Fee Schedule Access Issue on LAMedicaid.com](#).

Summary of bulletin:

Providers attempting to access Excel fee schedule documents on the [LAMedicaid.com](#) website may encounter the following error message:

“The file format and extension of ‘feeschedule.xls’ don’t match. The file could be corrupted or unsafe. Unless you trust its source, don’t open it. Do you want to open it anyway?”

Please be advised that these files are safe to open. This message is a result of a formatting issue currently being addressed.

To successfully access the fee schedules:

- Select “Yes” when prompted.
- You may be asked to confirm this choice up to three times – please select “Yes” each time.

Gainwell Technologies staff are actively working to resolve the issue.

If you have questions regarding this bulletin, please contact Gainwell Technologies Provider Services at (800) 473-2783 or (225) 924-5040.

Questions and Support:

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