

January 5, 2023

OVERVIEW:

Louisiana Department of Health has revised [Informational Bulletin 22-38: Medicaid Provider Enrollment Portal Update and Requirements](#) outlining further enrollment requirements and scenarios including Non-Emergency Medical Transportation.

Summary of changes:

- If you are an OPR provider, those physicians, other practitioners and facilities who render services to Medicaid beneficiaries based on your order, prescription or referral, will not be paid for such items or services, beginning July 1, 2023, unless you enroll in Medicaid prior to that date and your NPI is included on the claim submitted to Medicaid by the rendering provider (42 CFR 455.440).

Critical Deadlines – Claims Adjudication

Claims processing guidelines depend on when a provider enrolls. If enrollment is not complete, claims and payments will be impacted. 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 have not completed enrollment on or before December 31, 2022, will have their claims denied for dates of service on or after January 1, 2023. Providers still wishing to complete enrollment must submit an enrollment application by June 1, 2023 in order to complete the enrollment process by June 30, 2023. Once the enrollment is completed, the provider may resubmit previously denied claims for dates of service between January 1, 2023 and June 30, 2023 for payment. Providers will not receive payment until their provider enrollment is complete.

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 are 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 are 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 is 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 have completed enrollment of at least one provider type. Claims will deny beginning July 1, 2023 for any of the provider types not enrolled.

Scenario 6: Non-Emergency Medical Transportation (NEMT) providers who were invited to enroll must submit an enrollment application by June 1, 2023 in order to complete the enrollment process by June 30, 2023. Claims will deny beginning July 1, 2023 for NEMT providers not enrolled.

Enrollment Status

Providers that are unsure of their enrollment status 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. The Lookup Tool is updated daily.

Provider Resources

For additional information, including frequently asked questions and recordings of provider presentations, visit www.ldh.la.gov/medicaidproviderenrollment. [Informational Bulletin 22-4](#) contains information relevant to provider enrollment prior to the September 30, 2022 deadline.

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

Questions and Support:

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