



Magellan of Louisiana
Provider Update

IMPORTANT CHANGES

SUBJECT: Medicaid Redeterminations Webinars; Contact Info Form; Provider Enrollment Portal Reminders

This communication includes important information on Medicaid redeterminations beginning April 1; information on a contact information sheet that providers can use with patients; and provider enrollment reminders.

Medicaid Redeterminations Webinars (Also known as Unwind)

In March 2020, Louisiana Medicaid changed some of its eligibility rules in response to the federal COVID- 19 public health emergency (PHE). This included stopping closures for most Louisiana Medicaid members.

Starting in April, Louisiana Medicaid must re-start eligibility reviews and close anyone who is not eligible. Eligibility reviews are also called renewals. Not everyone will renew at the same time. It will take 12 months to renew all Medicaid members.

You are invited to join Medicaid for a Provider Webinar to learn more about what this means for Medicaid members and providers. Visit www.ldh.la.gov/providerwebinars.



Medicaid to host provider webinars on Ending Medicaid Continuous Coverage

Medicaid renewals will resume in April. Join us and learn more at one of the upcoming webinars. Visit ldh.la.gov/providerwebinars for more information.

- Mon., March 20 – 6:00 – 7:00 PM
- Tues., March 28 – 6:00 – 7:00 PM
- Thurs., March 23 – 10:00 – 11:00 AM
- Wed., March 29 – 3:30 – 4:30 PM
- Fri., March 24 – 9:00 – 10:00 AM
- Tues., April 4 – 6:00 – 7:00 PM
- Mon., March 27 – 9:30 – 10:30 AM
- Thurs., April 6 – 2:30 – 3:30 PM

Contact Information Form

The most important thing Medicaid members can do is update their contact information. This can be done in several ways including through a provider's office. Providers can have Medicaid members complete our [Contact Information Update](#) form.

When using the form:

- Complete with as much information as possible. The member's name, date of birth and last four digits of their social are required.
- The form must be signed by hand. No digital or electronic signatures will be accepted.
- Forms can be submitted to Medicaid by email or by fax.
- Providers can give them to Medicaid members to complete and submit on their own OR providers can have the member complete the form in the office and then submit

it to Medicaid on the member's behalf. Forms may be submitted to Medicaid one at a time or in batches.

Provider Enrollment Portal

The Provider Enrollment Portal at www.lamedicaid.com remains open for providers required to complete enrollment. Approximately 25% of Louisiana providers have not completed this required enrollment. Claims will be denied for providers who do not enroll.

Important Note: Providers with multiple provider types must complete enrollment for each type. Providers should expect impacts to claims processing, and risk not getting paid if enrollment is not complete.

Providers that are unsure of their enrollment status may use the Provider Portal Enrollment Lookup Tool at 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.

Providers can find additional information and submit questions on the [provider enrollment webpage](#) and in the [Informational Bulletin 22-38: Provider Enrollment Requirements](#).

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.

Please reach out to your [Network Management Specialist](#) (NMS) with any questions or concerns. Your NMS is available for support.

Thank you for all you do in supporting the members of CSoC.

Magellan of Louisiana



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