

Required Medicaid provider enrollment

Background: If you file claims with Louisiana Medicaid, **you must enroll** in the new Medicaid Provider Enrollment Portal **to continue being reimbursed**.

Enrollment is mandated by CMS and applies to any provider that provides care to Medicaid members, which includes current MCO-only providers, Dental Benefits Program Manager (DBPM) providers, Coordinated System of Care (CSoC) providers, existing fee-for-service providers, and any new providers enrolling for the first time.

In fall 2021, Louisiana Medicaid mailed letters to providers about this enrollment requirement. We are sending you this email because we want to make sure all of our providers complete enrollment timely. We do not want providers missing out on payment for services rendered.

Please carve out some time **this week** to devote to your enrollment. A few tips:

- If you received your letter from Louisiana Medicaid, follow the instructions provided.
- If you don't have the letter, we have provided additional information below to help you log in for enrollment in the frequently asked questions.
- To help expedite your enrollment process, have information on hand to complete questions around disclosure of ownership. This is typically the most time-consuming part of enrollment.
- If you have any questions or concerns, contact Louisiana Medicaid:
 - Online: **Website**
 - Email: LouisianaProvEnroll@gainwelltechnologies.com
 - Phone: **833-641-2140** (Monday through Friday, 8 a.m. to 5 p.m. CT)

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Experience associate or call Provider Services at **844-521-6942**.



Email is the quickest and most direct way to receive important information from Healthy Blue.



To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (<https://bit.ly/3ELsarg>).

<https://provider.healthybluela.com>

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