

Enrollment in New Provider Portal Required for All Medicaid Providers

PLEASE NOTE: As of publication, the Louisiana Medicaid provider enrollment portal was temporarily unavailable. Visit www.ldh.la.gov/medicaidproviderenrollment for the latest information about the system availability.

Louisiana Medicaid recently launched its Provider Enrollment Portal. If you file claims with Louisiana Medicaid, **you must enroll** in the new Medicaid Provider Enrollment Portal **to continue receiving reimbursement.**

CMS mandates enrollment for any provider that provides care to Medicaid members. The mandate includes current managed care organization (MCO) only, Dental Benefits Program Manager (DBPM), Coordinated System of Care (CSoc), existing fee-for-service providers, and any new providers enrolling for the first time.

Updates to resources, training and answers to commonly asked questions about the provider enrollment process can be found at www.ldh.la.gov/medicaidproviderenrollment. Providers who have questions or concerns, can reach out to Louisiana Medicaid via the following methods:

- Email: LouisianaProvEnroll@gainwelltechnologies.com
- Phone: #1-833-641-2140 (Monday – Friday, between 8 a.m. and 5 p.m. CST)

Table of Contents

Enrollment in New Provider Portal Required for All Medicaid Providers	1
Life-Saving Naloxone: The Importance of Patient Education	1
Louisiana Developmental Screening Toolkit	4
New Medicaid Eligibility Group Covers COVID-19 Testing for Uninsured Patients	4
Pharmacy Facts	5
Remittance Advice Corner	6
Medicaid Public Notice and Comment Procedure	6
Manual Chapter Revision Log	6
For Information or Assistance	8

Life-Saving Naloxone: The Importance of Patient Education

*Compiled by:
Office of Outcomes Research and Evaluation
College of Pharmacy
The University of Louisiana at Monroe*

Opioid Overdoses

- The number of drug overdose deaths increased by nearly 5% from 2018 to 2019 and has quadrupled since 1999.
- Over 70% of the nearly 71,000 drug overdose deaths in 2019 involved an opioid.
- Nearly 841,000 people have died since 1999 from a drug overdose.
- In 2019, an average of 38 people died each day from overdoses involving prescription opioids.
- Overdose deaths involving opioids, including prescription opioids, heroin, and synthetic opioids (like fentanyl) have increased over six times since 1999.

Naloxone

- Naloxone is an opioid antagonist indicated for the emergency treatment of known or suspected opioid overdose, as manifested by respiratory and/or central nervous systems depression. Naloxone can quickly restore normal breathing to a person if their breathing has slowed or stopped because of an opioid overdose.
- Naloxone works by blocking the effects of opioids and temporarily reverses the dangerous symptoms caused by the overdose, which can help prevent death. When an overdose is suspected, naloxone can be given safely to people of all ages, from infants to elderly adults.
- There are three FDA-approved forms of naloxone: a nasal spray, an injectable, and an auto-injector. All forms of naloxone can be used by individuals with or without medical training to stop or reverse the effects of an opioid overdose.
- In patients who have been using opioids regularly, the use of naloxone may cause symptoms of opioid withdrawal, including feeling nervous, restless, or irritable; body aches; dizziness or weakness; diarrhea, stomach pain, or nausea; fever, chills, or goose bumps; or sneezing or runny nose.

Louisiana Standing Order for Naloxone

Patients at high risk of opioid overdose, along with their caregivers, friends, and family, should be informed about Louisiana's standing order for naloxone. This standing order makes naloxone available at pharmacies throughout the state.

Louisiana's standing order for naloxone can be found [here](#).

What Should Providers Do

Healthcare providers, both pharmacists and prescribing providers, play a critical role in ensuring patients are educated about the importance and use of naloxone. Providers may use the following guidance when discussing naloxone with their patients.

- Routinely discuss the availability of naloxone with all patients when prescribing or renewing an opioid analgesic or medicine to treat opioid use disorder (OUD).
- Consider prescribing it to patients who are at increased risk of opioid overdose, such as patients who are also using benzodiazepines or other medicines that depress the central nervous system, who have a history of opioid use disorder (OUD), or who have experienced a previous opioid overdose.
- Consider prescribing naloxone to patients who have household members, including children, or other close contacts at risk for accidental ingestion or opioid overdose.
- Inform them about the availability of naloxone through Louisiana's standing order. Talk to them about the benefits of obtaining naloxone.
- Key points to discuss with your patients who are at risk of opioid overdose, along with their caregivers, friends, and family:
 - Educate patients and caregivers that taking an opioid other than how it is prescribed or with alcohol or certain other medicines or drugs could increase the risk of overdose.
 - Encourage patients and caregivers to obtain naloxone and to read the Patient Information leaflet or other educational material and Instructions for Use that come with naloxone **before** an opioid emergency happens.
 - Tell patients to tell their caregivers, household members, and other close contacts that they have it, where it is stored, and how to properly use it in the event of an overdose.
 - Teach them how to recognize respiratory depression and how to administer naloxone. Signs of respiratory depression include slowed, shallow, or difficult breathing, severe sleepiness, or not being able to respond or wake up.
 - Explain to patients and caregivers that naloxone's effects are temporary, and that they must call 911 or get emergency medical help right away in all cases of known or suspected opioid overdose, even if naloxone is administered.

Key Points for Patient and Caregiver Naloxone Education

What is naloxone?

Naloxone is a life-saving medication that can reverse an overdose from opioids, such as heroin, fentanyl, hydrocodone, oxycodone, morphine, and codeine. It works by blocking the effects of opioids. It can restore normal breathing within 2 to 3 minutes in a person whose breath has slowed, or even stopped, as a result of opioid overdose.

Where is naloxone available?

Those who are at high-risk of opioid overdose and their caregivers, families and friends can obtain naloxone at pharmacies throughout the state under Louisiana’s standing order which takes the place of an individual prescription.

What do I do once I’ve received naloxone?

Make sure to tell your caregivers, household members, and other close contacts that you have it, where it is stored, and how to properly use it in the event of an overdose. When using opioid medicines away from home, carry naloxone with you and let those you are with know you have it, where it is, and how to use it.

How do I store naloxone?

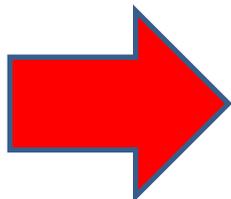
Store naloxone medications at room temperature (68° to 77°F) and ask your pharmacist if there are any additional storage recommendations for the naloxone formulation you received.

How do I administer naloxone?

There are two forms of naloxone that anyone can use without medical training or authorization: nasal spray (prefilled devices that spray medication into the nose) and auto-injector (prefilled devices that are used to inject medication into the outer thigh). Follow the directions on the Patient Information leaflet and Instructions for Use that comes with your naloxone because it explains important information, including how to use the medicine. It is important to do this *before* an emergency happens, so you and others know what to do. Ask your pharmacist if you have any additional questions.

<p>What are the signs of an opioid overdose?</p> <ul style="list-style-type: none"> • Small, constricted “pinpoint pupils” • Falling asleep or loss of consciousness • Slow, weak, or no breathing • Choking or gurgling sounds • Limp body • Cold and/or clammy skin • Discolored skin (especially on lips and nails) 	<p>Who is at risk for opioid overdose?</p> <p>Anyone who uses opioids can experience an overdose, but there are certain factors that may increase the risk. Some of these include:</p> <ul style="list-style-type: none"> • Combining opioids with alcohol or certain other drugs • Taking high daily dosages of prescription opioids or taking more than prescribed • Taking illegal opioids • Having certain medical problems, such as sleep apnea, or reduced kidney or liver function
--	--

What do you do if you think someone is overdosing?



1. **CALL 9-1-1 immediately!**
2. Administer naloxone.
3. Try to keep the person awake and breathing.
4. Lay the person on their side to prevent choking.
5. Stay with the person until emergency assistance arrives.

Louisiana Department of Health Free, Printable Naloxone Patient Education Flyer: *A Tool for Pharmacists to Use in Naloxone Education* can be found [here](#).

Additional Patient Resources:

[Preventing An Opioid Overdose \(cdc.gov\)](#)

[Naloxone | Substance Abuse and Mental Health Services Administration](#)

[Reversing opioid overdoses with life-saving naloxone \(cdc.gov\)](#)

References available upon request.

Louisiana Developmental Screening Toolkit

As of January 1, 2021, Louisiana Medicaid providers can receive reimbursement for developmental screening, autism screening, and perinatal depression screening. [The Louisiana Department of Health's Developmental Screening Toolkit](#) was created to help clinics integrate these screening into their day-to-day practice. The toolkit consists of step-by-step information contained in webpages, instructional videos, and downloadable worksheets. It is designed to house all of the information and tools you will need to put the Louisiana Developmental Screening Guidelines into practice in one, convenient spot.

The toolkit uses a quality improvement framework, which allows providers to systematically improve the way health care is delivered to the families they serve. The information and QI framework for this toolkit is based on clinical guidelines from the American Academy of Pediatrics (AAP), other national toolkits, and lessons learned from the field. It is designed to improve efficiency, patient safety, and clinical outcomes. It can be used as an [American Board of Pediatrics MOC-4](#) project for providers who are leading the QI efforts.

Check out the Developmental Screening Toolkit at ldh.la.gov/DevScreenToolkit to learn more.

New Medicaid Eligibility Group Covers COVID-19 Testing for Uninsured Patients

Per the Families First Coronavirus Response Act and the Coronavirus Aid, Relief, and Economic Security Act, Louisiana Medicaid has expanded coverage to include COVID-19 testing for uninsured individuals for the duration of the federally declared public health emergency. Coverage is limited to COVID-19 testing and related office visits for uninsured Louisiana residents. No treatment costs are covered under this program.

The new benefit is provided through Medicaid fee-for-service and not Healthy Louisiana through a managed care organization. Providers must be a Medicaid enrolled provider and must be enrolled before services are provided. Providers not enrolled as a Medicaid provider with Gainwell Technologies will need to complete a [temporary emergency application](#) with Medicaid's fiscal intermediary, Gainwell Technologies, to be paid for testing and testing related services for the uninsured. Providers will be required to self-attest on the uninsured individual's application to Medicaid that they are not also [billing the Department of Health and Human Services \(HHS\) or the Health Resources and Services Administration \(HRSA\)](#) for the same services. You also may not bill on any contract with the Louisiana

Department of Health to provide COVID-19 testing for these patients. If Medicaid identifies other third party coverage is available (e.g., Medicare, private insurance), Medicaid will not cover the services.

For additional guidance, visit [Medicaid's provider web page for COVID-19 testing coverage for uninsured individuals](#). The site contains billing information, a [detailed provider guide](#), frequently asked questions for providers, and the [simplified application](#) patients can fill out to determine if they are eligible for coverage.

PHARMACY FACTS

Program Updates from Louisiana Medicaid

Pharmacy Facts can also be found online at: <http://ldh.la.gov/index.cfm/page/3036>.

January 10, 2022

Provider Enrollment Portal

All providers who file claims with Louisiana Medicaid, including pharmacy providers, must enroll in the new Medicaid Provider Enrollment Portal **to continue getting reimbursed**.

Enrollment is mandated by CMS and applies to any provider that provides care to Medicaid members, which includes current managed care organization (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. All providers must login and submit an enrollment through the portal at www.lamedicaid.com by March 31, 2022.

To better support providers, **Louisiana Medicaid is conducting a provider enrollment drive, focused on pharmacy providers, from January 24 through February 21, 2022**. During this time, we will be working with your provider associations to encourage enrollment and provide you with additional resources.

More information is available at www.ldh.la.gov/medicaidproviderenrollment, including previously recorded webinars, a provider manual and frequently asked questions about the portal. If you have further questions about the portal or your www.lamedicaid.com account, please email LouisianaProvEnroll@gainwelltechnologies.com or call 833-641-2140, Monday – Friday between the hours of 8 a.m. and 5 p.m. CST.

Preferred Drug List (PDL) Update

The updated PDL that was implemented January 1, 2022 has been posted at <https://ldh.la.gov/assets/HealthyLa/Pharmacy/PDL.pdf>.

There are two new therapeutic classes added to the PDL including:

- Immunomodulators, Lupus.
- Ophthalmics, Cystinosis.

We have received questions about brand products that are preferred when the less-expensive generic version is non-preferred. For Medicaid to make a drug payable, the drug manufacturer is required by CMS to supply a rebate to Medicaid states. The rebate amount varies depending on the drug designation (brand or generic) and is adjusted due to the rate of price increase (CPI-U). Sometimes, the brand drug's net cost to the state is less than the generic version. LDH limits how many brand drugs are preferred over generics. The rebate program was designed to ensure Medicaid the best price, therefore saving taxpayer dollars.



Remittance Advice Corner

Louisiana Medicaid 2021 1099's

Louisiana Medicaid 2021 1099's will be distributed by U.S. Mail on or before January 31, 2022. Electronic copies are now available for download by going to the Louisiana Medicaid website, www.lamedicaid.com, Secure Portal, application link, Online 1099. If replacement copies or additional copies are needed, providers must print them from the website. If you feel there is an error on your 1099, please contact Gainwell Provider Enrollment at 225-216-6370. Prior year 1099's will be stored in the archive on www.lamedicaid.com.

Medicaid Public Notice and Comment Procedure

As of Aug. 1, 2019, a public notice and comment period is required before certain policies and procedures are adopted. Drafts will be published on LDH's website to allow for public comment, as per HB 434 of the 2019 Regular Legislative Session. This requirement applies to managed care policies and procedures, systems guidance impacting edits and payment, and Medicaid provider manuals.

In compliance with R.S. 46:460.51(15), 460.53, and 460.54, this procedure provides for a defined term, a public notice requirement, implementation of a policy for the adoption of policies and procedures, and for related matters. Public Comments for the listed policies and procedures can be left at the link below.

- Louisiana Medicaid (Title XIX) State Plan and Amendments;
- Louisiana Medicaid Administrative Rulemaking Activity;
- Medicaid Provider Manuals;
- Contract Amendments;
- Managed Care Policies & Procedures; and
- Demonstrations and Waivers.

<http://www.ldh.la.gov/index.cfm/page/3616>

Manual Chapter Revision Log

Manual Chapter	Section(s)	Date of Revision(s)
Applied Behavioral Analysis (ABA) Applied Behavioral Analysis (ABA)	<ul style="list-style-type: none"> • Section 4.1 – Covered Services • Section 4.2 – Beneficiary Requirements • Section 4.3 – Service Authorization Process • Section 4.4 – Provider Requirements Appendix D – Plan of Care (POC) Instructions and Form	01/20/22
Behavioral Health Services Behavioral Health Services	Section 2.3 – Outpatient Services – Rehabilitation Services for Children, Adolescents, and Adults	01/19/22
Community Choices Waiver (CCW) Community Choices Waiver (CCW)	Section 7.8 – Reimbursement	01/28/22

Manual Chapter Revision Log, cont.

Manual Chapter	Section(s)	Date of Revision(s)
Durable Medical Equipment (DME) Durable Medical Equipment (DME)	<ul style="list-style-type: none"> • Table of Contents • Section 18.1 – Services and Limitations • Section 18.2 – Specific Coverage Criteria • Section 18.4 – Provider Requirements • Section 18.5 – Prior Authorization • Section 18.6 – Claims Related Information • Appendix B – Claims Filing • Appendix F – Covered Services • Appendix G- Standing Frame Evaluation Form • Appendix H – Pediatric Hospital Bed Evaluation Form • Appendix I – Breast Pump Form 	01/03/22
Free Standing Birthing Centers (FSBCs) Free Standing Birthing Centers (FSBCs)	<ul style="list-style-type: none"> • Section 28.1 – Covered Services • Section 28.2 – Provider Requirements • Section 28.3 – Reimbursement Appendix B – Claims Filing	01/28/22
Pharmacy Pharmacy	<ul style="list-style-type: none"> • Section 37.0 - Overview • Section 37.1 - Covered Services, Limitations, and Exclusions • Section 37.2 - Provider Requirements • Section 37.3 - Reimbursement • Section 37.4 - Managed Care Applicability • Section 37.5 - Appendixes • Section 37.5.1 - Forms and Links • Section 37.5.2 - Claims Related Information • Section 37.5.3 - Glossary • Section 37.5.4 - Contact Information • Section 37.5.5 - Louisiana Medicaid Single Preferred Drug List (PDL) and Non-Preferred Drug List (NPDL) • Section 37.5.6 - Prescribers • Section 37.5.7 - Medicare Prescription Drug Coverage • Section 37.5.8 - Claims • Section 37.5.9 - 340B Form • Section 37.5.11 - Medication Administration • Section 37.5.12 - Drug Utilization Review • Section 37.5.13 - Lock-In Program • Section 37.5.14 - Medicaid Drug Rebate Program 	01/28/22
Residential Options Waiver (ROW) Residential Options Waiver (ROW)	Section 38.8 – Record Keeping	01/03/22

For Information or Assistance, Call Us!

Provider Relations	1-800-473-2783 (225) 294-5040 Medicaid Provider Website	General Medicaid Eligibility Hotline	1-888-342-6207
Prior Authorization: Home Health/EPSDT – PCS Dental	1-800-807-1320 1-855-702-6262 MCNA Provider Portal	MMIS Claims Processing Resolution Unit MMIS Claims Reimbursement	(225) 342-3855
DME & All Other	1-800-488-6334 (225) 928-5263	MMIS/Recipient Retroactive Reimbursement	(225) 342-1739 1-866-640-3905 MMIS Claims Reimbursement
Hospital Pre-Certification	1-800-877-0666		
REVS Line	1-800-776-6323 (225) 216-(REVS)7387 REVS Website	Medicare Savings	1-888-544-7996 Medicare Provider Website
Point of Sale Help Desk	1-800-648-0790 (225) 216-6381	For Hearing Impaired Pharmacy Hotline Medicaid Fraud Hotline	1-877-544-9544 1-800-437-9101 Medicaid Pharmacy Benefits 1-800-488-2917 Report Medicaid Fraud

