



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

MEMORANDUM

DATE: July 1, 2021

TO: Medicaid Providers

FROM: Louisiana Medicaid
Gainwell Technologies, LLC

SUBJECT: All providers on Medicare crossover claims receiving 444 Invalid Service Provider denials

Most provider types bill Louisiana Medicaid for dual eligible recipients through Medicare crossover claims after partial payment by Medicare. All providers listed on Medicare crossover claims must be enrolled in fee-for-service Louisiana Medicaid in compliance with the Affordable Care Act. Effective June 10, 2021, claims submitted with a non-enrolled fee-for-service providers in the Medicare provider fields were denied with error code 444.

For a portion of claims receiving error code 444, the denial was erroneous due to the system evaluating the provider type and specialty on the crossover claim instead of just the enrollment status. Additionally, claims that were submitted with a blank provider field were also denied with error code 444 on Medicare crossovers in error. Gainwell has adjusted the application of the 444 error code and all claims originally erroneously denying will be systematically recycled and paid the week of July 12, 2021. Providers with denied claims for error code 444 do not need to resubmit the claim for payment, payment will be automatically issued for those eligible. Medicare crossover claims will continue to be denied if any of the providers listed on the claim, including the attending provider, are not enrolled.

Providers can enroll in fee-for-service through Louisiana Medicaid's fiscal intermediary Gainwell Technologies by submitting a Basic Provider Enrollment Packet and provider type-specific packet located [here](#). Providers that were previously enrolled can apply to reactivate their previous provider number using the applications page linked above. To determine your previous provider number, contact Gainwell Provider Enrollment at (225) 216-6370.

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Providers still encountering 444 denials are encouraged to reach out to Gainwell Provider Relations at (800) 473-2783 or (225) 924-5040.