



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

## MEMORANDUM

**DATE:** July 28, 2021  
**TO:** Medicaid Providers  
**FROM:** Louisiana Medicaid  
**SUBJECT:** Update: Medicaid Provider Enrollment Portal Launched July 26, 2021

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The new Louisiana Medicaid Provider Enrollment Portal launched on **July 26, 2021**. The enrollment portal was created to meet Centers for Medicare and Medicaid Services (CMS) requirements for screening and enrolling Medicaid providers and must be used by all Medicaid providers, including those who do not participate in fee-for-service.

The state's fiscal intermediary and current provider enrollment vendor, Gainwell Technologies, will send providers an invitation to the mailing address on file when it is time for them to visit the portal and complete the enrollment process. Due to the large volume of enrollments, the Louisiana Department of Health plans to stagger invitations to avoid overwhelming the system.

**MCO-only providers should receive their invitation to use the portal between August 2, 2021 and September 6, 2021. Providers that only participate in fee-for-service should receive their invitation between September 1, 2021 and September 30, 2021. Providers should wait until they receive their invitation to access the portal.**

Invitations will include instructions on how to access a recorded virtual training and instruction manual that explain how to access the portal and complete the registration process.

If providers encounter any issues or do not receive their portal invitation within the specified timeframe, they should contact the call center at (833) 641-2140, Monday – Friday between the hours of 8 a.m. and 5 p.m. CST.

Providers can find additional information in the [Informational Bulletin 21-5: New Louisiana Provider Enrollment Portal](#) and on the [provider enrollment web page](#). [Providers can also submit questions through the web page.](#)