



Providers are Required to Revalidate Enrollment Information

UnitedHealthcare Community Plan of Louisiana is sharing [IB 25-14: Providers are Required to Revalidate Enrollment Information](#) on behalf of the Louisiana Department of Health. All Medicaid-enrolled providers, including those who order or refer services, must revalidate their enrollment information at least every five years. However, providers of durable medical equipment, prosthetics, orthotics, and supplies (DMEPOS) must revalidate every three years to continue participating in Louisiana Medicaid.

During revalidation, a comprehensive screening is conducted based on the provider's risk level. This screening applies to both new and revalidating providers and includes disclosure requirements. Depending on the provider's risk level, the process may also involve site visits and fingerprint-based criminal background checks.

Providers will be notified via email from the Louisiana Medicaid Provider Enrollment web portal and a letter from the U.S. Postal Service when it is time to revalidate their enrollment records. They can also check their revalidation due date or track their status using the Provider Lookup Tool at [Medicaid | Department of Health | State of Louisiana | Portal Enrollment Status Advanced Search](#).

If providers within the revalidation period do not receive an email or letter, they should contact Gainwell Technologies at louisianaprovenroll@gainwelltechnologies.com or by calling 1 (833) 641-2140.

Failure to revalidate by the due date will result in denied claims and deactivation of Medicaid billing privileges. To reactivate billing privileges, providers must submit a complete enrollment application. Medicaid will not reimburse for services provided during the deactivation period.

There are no exemptions from revalidation, and Louisiana Medicaid does not grant extensions. Providers will also receive an email and letter to complete the revalidation process before the due date.

LDH has published Informational Bulletin 25-14 for your reference [IB25-14.pdf](#).