



Fee Schedule Access Issue on LAMedicaid.com

UnitedHealthcare Community Plan of Louisiana is sharing [IB 25-22: Fee Schedule Access Issue on LAMedicaid.com](#) on behalf of the Louisiana Department of Health.

Providers may encounter the following error when opening Excel fee schedule files:

“The file format and extension of ‘feeschedule.xls’ don’t match...”

These files are safe to open, and the error is due to a formatting problem currently being addressed by Gainwell.

To access the files:

- Click “Yes” when prompted (you may be asked up to three times).

For questions, contact Gainwell Provider Services at (800) 473-2783 or (225) 924-5040.

LDH has published Informational Bulletin 25-22 for your reference [IB25-22.pdf](#).

For questions or concerns regarding any bulletin, contact UnitedHealthcare Community Plan at 1-866-675-1607.