

CHAPTER 9: ADULT DAY HEALTH CARE WAIVER

APPENDIX A – CONTACT INFORMATION

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CONTACT INFORMATION

OFFICE NAME	TYPE OF ASSISTANCE	CONTACT INFORMATION
OAAS State Office	Provides waiver assistance, clarification of waiver services, receives complaints regarding waiver services	Office of Aging and Adult Services P. O. Box 2031, Bin #14 Baton Rouge, LA 70821-2031 1-866-758-5035
OAAS Regional Offices	Reviews and provides approval of waiver services, monitors support coordination services and offers providers technical assistance	http://ldh.la.gov/index.cfm/directory/category/141
Gainwell Provider Enrollment Unit	Office to contact to report changes in agency ownership, address, telephone number or account information affecting electronic funds transfer	Gainwell Provider Enrollment Unit P. O. Box 80159 Baton Rouge, LA 70898-0159 (225) 216-6370 or (225) 924-5040 http://www.lamedicaid.com/provweb1/Provider_Enrollment/ProviderEnrollmentIndex.htm
Gainwell Provider Relations Unit	Office to contact to obtain assistance with questions regarding billing information and billing issues	Gainwell Provider Relations Unit P. O. Box 91024 Baton Rouge, LA 70821 1-800-473-2783 or (225) 924-5040 http://www.lamedicaid.com/provweb1/Provider_Support/provider_support_index.htm
Statistical Resources, Inc.	Agency to contact regarding CMIS, LaSRS, EVV, and PA Billing Issues	11505 Perkins Road Suite #H Baton Rouge, LA 70810 (225) 767-0501

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OFFICE NAME	TYPE OF ASSISTANCE	CONTACT INFORMATION
LDH- Health Standards Section	Office to contact to report changes that affect provider license (e.g. Address Change, Change of Ownership, etc.) Office to contact when providers wish to request an informal hearing as the result of provider's receipt of a statement of deficient practice or file a complaint against a provider by a recipient	Health Standards Section P.O. Box 3767 Baton Rouge, LA 70821 1-800-660-0488
Division of Administrative Law- LDH Section	Office to contact to request an appeal hearing	Division of Administrative Law 1020 Florida Street Post Office Box 44033 Baton Rouge, LA 70802 Phone: (225) 342-1800 Fax: (225) 342-1813 https://www.adminlaw.state.la.us/
Medicaid Program Integrity	Office to contact to report Medicaid fraud	Provider Fraud Hotline# 1-800-488-2917 Recipient Fraud Hotline# 1-888-342-6207 Provider Fraud Fax: (225) 216-6129 Recipient Fraud Fax: (225) 389-2610 http://ldh.la.gov/index.cfm/page/219

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OFFICE NAME	TYPE OF ASSISTANCE	CONTACT INFORMATION
Adult Protective Services	Office to contact to report suspected cases of abuse, neglect, exploitation or extortion of adults ages 18-59 and emancipated minors	1-800-898-4910
Elderly Protective Services	Office to contact to report suspected cases of abuse, neglect, exploitation or extortion involving adults age 60 and older	1-833-577-6532
Myers and Stauffer LC	Information about filing cost reports and templates	http://www.mslc.com/Louisiana/HCBS.asp
Adult Day Health Care Resources	Resources containing provider training and/or cost report training	http://ldh.la.gov/index.cfm/newsroom/detail/1573
Healthy Louisiana (Medicaid Managed Care Organizations)	Healthy Louisiana (previously called Bayou Health) is the way most of Louisiana's Medicaid and LaCHIP recipients receive health care services. In Healthy Louisiana, Medicaid recipients enroll in a Health Plan	http://ldh.la.gov/index.cfm/subhome/6