

CHAPTER 18: DURABLE MEDICAL EQUIPMENT**APPENDIX E: CONTACT/REFERRAL INFORMATION****PAGE(S) 4****CONTACT/REFERRAL INFORMATION**

Name of Contact	Address/Telephone/Website
Fiscal Intermediary: Molina Medicaid Solutions <i>(formerly UNISYS Corporation)</i>	
Electronic Media Claims (EMC) Electronic claims sign up and testing	P.O. Box 91025 Baton Rouge, LA 70898 Phone: 225-216-6000 Fax: 225-216-6335
Pharmacy Point of Sale (POS)	P.O. Box 91019 Baton Rouge, LA 70821 Phone: 800-648-0790 (Toll Free) Phone: 225-216-6381 (Local) <i>*After hours please call REVS line</i>
Pre-Certification Unit (Hospital) Pre-certification issues and forms	P.O. Box Baton Rouge, LA 708 Phone: 800-877-0666 Fax: 800-717-4329
Prior Authorization Unit (PAU) Prior authorization issues, forms, etc.	P.O. Box 14919 Baton Rouge, LA 70898 Phone: 800-807-1320 (<i>Home Health</i>) Phone: 866-263-6534 (<i>Dental</i>) Phone: 800-488-6334 (<i>DME & All Other</i>)
Provider Enrollment Unit (PEU) Provider Enrollment, direct deposit problems, reporting of changes and ownership, NPI	P.O. Box 80159 Baton Rouge, LA 70898 Phone: 225-216-6370 Fax: 225-216-6392
Provider Relations (PR) Billing and training questions	P.O. Box 91024 Baton Rouge, LA 70821 Phone: 225-924-5040 (Local) 800-473-2783 (Toll Free) Fax: 225-216-6334
Recipient Eligibility Verification (REVS)	Phone: 800-776-6323 (Toll Free) Phone: 225-216-7387 (Local)
Web Technical Support	Phone: 877-598-8753 (Toll Free)

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Name of Contact	Address/Telephone/Website
Department of Health and Hospitals (DHH)	
Bureau of Appeals	P.O. Box 4183 Baton Rouge, LA 70821-4182 Phone: 225-342-0263 Fax: 225-342-8773
Health Standards Section (HHS)	P.O. Box 3767 Baton Rouge, LA 70821 Phone: 225-342-0138 Fax: 225-342-5292
Louisiana Medicaid Website Provider Web Portal	www.lamedicaid.com
Louisiana's Medicaid and Louisiana Children's Health Insurance Program (LaCHIP) General Medicaid and card questions	General Medicaid Hotline: 888-342-6207 LaCHIP: 225-342-0555 (Local) LaCHIP: 877-252-2447 (Toll Free) http://bhsfweb.dhh.louisiana.gov/LaCHIP/
Office of Aging and Adult Services (OAAS)	P.O. Box 2031 Baton Rouge, LA 70821 Phone: 866-758-5035 Fax: 225-219-0202 E-mail: MedWeb@dhh.la.gov http://www.dhh.louisiana.gov/offices/?ID=105
Office for Citizens with Developmental Disabilities (OCDD)	628 N. Fourth Street Baton Rouge, LA 70802 Phone: 225-342-0095 (Local) Phone: 866-783-5553 (Toll Free) E-mail: ocddinfo@la.gov http://www.dhh.louisiana.gov/offices/?ID=191
Office of Emergency Preparedness (OEP) Required Emergency Preparedness HH Model	http://gohsep.la.gov/modelhmlhthpln.aspx
Office of Management and Finance (Bureau of Health Services Financing) – MEDICAID	P.O. Box 91030 Baton Rouge, LA 70810 http://www.dhh.louisiana.gov/offices/?ID=92
Office of Public Health Food and Drug Program	Phone: 225-342-7516

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Name of Contact	Address/Telephone/Website
Department of Health and Hospitals (DHH)	
Program Integrity (PI)	P.O. Box 91030 Baton Rouge, LA 70810 Fax: 225-219-4155 Fraud and Abuse Hotline: 800-488-2917 http://www.dhh.louisiana.gov
Rate and Audit (R&A)	P.O. Box 546 Baton Rouge, LA 70821-0546 Phone: 225-342-6116 Fax: 225-342-1834 http://www.dhh.louisiana.gov/offices/?ID=111
Recipient Assistance for Authorized Services	1-888-758-2220
Take Charge (Family Planning Waiver)	P.O. Box 91278 Baton Rouge, LA 70821 Phone: (888) 342-6207 Fax: (877) 523-2987 medweb@la.gov www.takecharge.dhh.louisiana.gov
Third Party Liability (TPL) TPL Recovery, Trauma	453 Spanish Town Road Baton Rouge, LA 70802 Phone: 225-342-8662
Other Helpful Contact Information	
Centers for Medicare and Medicaid Services (CMS) OASIS, CMS-485 Form	www.cms.hhs.gov
Office of Emergency Preparedness Home Health Emergency Model Plan	http://gohsep.la.gov/plans/modelhmlthpln.htm

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Accreditation Commission for Health Care, Inc.

www.achc.org/American Board for Certification in Orthotics, Prosthetics
& Pedorthics, Inc. (ABC)www.abcop.org

Board of Certification/Accreditation, International (BOC)

www.bocusa.orgCommission on Accreditation of Rehabilitation Facilities
(CARF)www.carf.org

Community Health Accreditation Program (CHAP)

www.chapinc.org

Healthcare Quality Association on Accreditation (HQAA)

www.hqaa.org

National Association of Boards of Pharmacy (NABP)

www.nabp.net

The Compliance Team, Inc.

www.exemplaryprovider.com

The Joint Commission (JC)

www.jointcommission.org