

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

The Medicaid Program's fiscal intermediary, Molina Medicaid Solutions can be contacted for assistance with the following:

TYPE OF ASSISTANCE	CONTACT INFORMATION
e-CDI technical support	Molina Medicaid Solutions (877) 598-8753 (Toll Free)
Electronic Media Interchange (EDI) Electronic Claims testing and assistance	P.O. Box 91025 Baton Rouge, LA 70898 Phone: (225) 216-6000 Fax: (225) 216-6335
Pre-Certification Unit (Hospital) Pre-certification issues and forms	P.O. 14849 Baton Rouge, LA 70809-4849 Phone: (800) 877-0666 Fax: (800) 717-4329
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</i>
Prior Authorization Unit (PAU)	Molina Medicaid Solutions – Prior Authorization P.O. Box 14919 Baton Rouge, LA 70898-4919 (800) 488-6334
Provider Enrollment Unit (PEU)	Molina Medicaid Solutions-Provider Enrollment P. O. Box 80159 Baton Rouge, LA 70898-0159 (225) 216-6370 (225) 216-6392 Fax
Provider Relations Unit (PR)	Molina Medicaid Solutions – Provider Relations Unit P. O. Box 91024 Baton Rouge, LA 70821 Phone: (225) 924-5040 or (800) 473-2783 Fax: (225) 216-6334
Recipient Eligibility Verification (REVS)	Phone: (800) 766-6323 (Toll Free) Phone: (225) 216-7387 (Local)

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TYPE OF ASSISTANCE	CONTACT INFORMATION
General Medicaid Hotline Louisiana Medicaid Website	(888) 342-6207 (Toll Free) www.lamedicaid.com
Health Standards Section (HHS)	P.O. Box 3767 Baton Rouge, LA 70821 Phone: (225) 342-0128 Fax: (225) 5292
Louisiana Children's Health Insurance Program (LaCHIP)	(225) 342-0555 (Local) (877) 252-2447 (Toll Free) http://new.dhh.louisiana.gov/index.cfm/page/222
Office of Aging and Adult Services (OAAS)	P.O. Box 2031 Baton Rouge, LA 70821 Phone: (866) 758-5038 Fax: (225) 219-0202 E-mail: MedWeb@dhh.la.gov http://new.dhh.louisiana.gov/index.cfm/subhome/12n/7
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
Rate Setting and Audit Hospital Services	P.O. Box 91030 Baton Rouge, LA 70821 Phone: 225-342-0127 225-342-9462
Office of Public Health Food and Drug Program	Phone: (225) 342-7516
Recipient Assistance for Authorized Services	Phone: (888) 342-6207 (Toll Free)
Recovery and Premium Assistance TPL Recovery, Trauma	P.O. Box 3588 Baton Rouge, LA 70821 Phone: (225) 342-1376 Fax: (225) 342-5292

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TYPE OF ASSISTANCE	CONTACT INFORMATION
To report fraud	Program Integrity (PI) Section P.O. Box 91030 Baton Rouge, LA 70821-9030 Fraud and Abuse Hotline: (800) 488-2917 Fax: (225) 219-4155 http://dhh.louisiana.gov/index.cfm/page/219

Appeals

TYPE OF ASSISTANCE	CONTACT INFORMATION
To file an appeal	Division of Administrative Law (DAL) - Health and Hospitals Section Post Office Box 4189 Baton Rouge, LA 70821-4189 (225) 342-0443 (225) 219-9823 (Fax)

Other Helpful Contact Information:

TYPE OF ASSISTANCE	CONTACT INFORMATION
Centers for Medicare and Medicaid Services (CMS) OASIS, CMS-485 Form	www.cms.hhs.gov
Governor's Office of Homeland Security and Emergency Preparedness (GOSHEP)	http://gohsep.la.gov/modelhmlhthpln.aspx
Southeastern Transportation Inc. Transportation Call Center	(855) 325-7576

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ACCREDITATION ORGANIZATIONS (DME)	
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.org
Commission 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