

CHAPTER 16: DENTAL SERVICES**APPENDIX J: CONTACT/REFERRAL INFORMATION****PAGE(S) 4****CONTACT/REFERRAL INFORMATION****Fiscal Intermediary: Molina Medicaid Solutions (formerly UNISYS Corporation)**

Name of Contact	Address/Telephone/Website
Electronic Data Interchange (EDI) Electronic claims sign up and testing	P.O. Box 91025 Baton Rouge, LA 70898-0159 Phone: 225-216-6303 Fax: 225-216-6336
Pharmacy Point of Sale (POS) Pharmacy Help Desk	P.O. Box 91019 Baton Rouge, LA 70821 Phone: 800-648-0790 (Toll Free) Phone: 225-216-6381 (Local) Phone: 225-237-3381 (Local) Fax: 225-216-6334 <i>*After hours please call REVS line</i>
Pre-Certification Unit (Hospital) Pre-certification issues and forms	P.O. Box 14849 Baton Rouge, LA 70898-4849 Phone: 800-877-0666 Fax: 800-717-4329
Prior Authorization Unit (PAU) Prior authorization issues, forms, etc. <i>*See LSU School of Dentistry below in "Other Helpful Numbers" for more information.</i>	P.O. Box 14919 Baton Rouge, LA 70898-4919 Phone: 800-807-1320 (Home Health) Phone: 866-263-6534 (Dental) Phone: 800-488-6334 (DME & All Other) Fax: 225-216-6478
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) Phone: 800-473-2783 (Toll Free) Fax: 225-216-6334 http://www.lamedicaid.com
Recipient Eligibility Verification (REVS)	Phone: 225-216-7387 (Local) Phone: 800-776-6323 (Toll Free)
Web Technical Support	Phone: 877-598-8753 (Toll Free)

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Name of Contact	Address/Telephone/Website
Health Standards Section (HHS)	P.O. Box 3767 Baton Rouge, LA 70821-1811 Phone: 225-342-0138 Fax: 225-342-5292
Louisiana's Medicaid and Louisiana Children's Health Insurance Program (LaCHIP) General Medicaid and card questions	General Medicaid Hotline Phone: 888-342-6207 (Toll Free) http://www.lamedicaid.com/provweb1/default.htm 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)	P. O. Box 3117 Baton Rouge, LA 70821-3117 Phone: 225-342-0095 (Local) Phone: 866-783-5553 (Toll Free) Fax: 225-342-8823 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/modelhmlthpln.aspx

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Department of Health and Hospitals (DHH)	
Name of Contact	Address/Telephone/Website
Office of Management and Finance (Bureau of Health Services Financing – MEDICAID)	P.O. Box 91030 Baton Rouge, LA 70821-9030 Phone: 225-342-5774 Fax: 225-342-3893 E-mail: medweb@la.gov http://www.medicaid.la.gov
Program Integrity (PI)	628 N. 4 th Street; 7 th Floor Baton Rouge, LA 70821 Phone: 225-219-4149 Fax: 225-219-4155 Fraud and Abuse Hotline: 800-488-2917 http://new.dhh.louisiana.gov/
Rate and Audit (R&A)	P.O. Box 546 Baton Rouge, LA 70821-0546 Phone: 225-342-6116 Fax: 225-342-1831 http://www.dhh.louisiana.gov/offices/?ID=111
Recipient Assistance for Authorized Services	Phone: 1-888-342-6207 (Toll Free)
Take Charge (Family Planning Waiver)	P.O. Box 91278 Baton Rouge, LA 70821 Phone: (888) 342-6207 Fax: (877) 523-2987 Email: medweb@la.gov http://new.dhh.louisiana.gov/index.cfm/page/232
Recovery and Premium Assistance Formally: Third Party Liability (TPL) TPL Recovery, Trauma	P.O. Box 3558 Baton Rouge, LA 70821 Phone: 225-342-8662 Fax: 225-342-1376

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Other Helpful Contact Information	
Name of Contact	Address/Telephone/Website
American Dental Association	211 East Chicago Ave. Chicago, IL 60611-2678 Phone: 312-440-2500 www.ada.org
Centers for Medicare and Medicaid Services (CMS) Place of Service Codes	https://www.cms.gov/place-of-service-codes/
Division of Administrative Law (DAL) Formerly DHH Bureau of Appeals	P.O. Box 4189 Baton Rouge, LA 70821 Phone: 225-342-0263 Fax: 225-219-9823 http://www.adminlaw.state.la.us/
LSU School of Dentistry, Medicaid Dental Prior Authorization Unit Dental Prior Authorizations ONLY	P. O. Box 19085 New Orleans, LA 70179-9085 Phone: 504-941-8206 (Local) Phone: 866-263-6534 (Toll Free) Fax: 504-941-8209