

CHAPTER 20: EPSDT HEALTH AND IDEA-RELATED SERVICES**APPENDIX E: CONTACT/REFERRAL INFORMATION** **PAGE(S) 5****CONTACT/REFERRAL INFORMATION****Gainwell Technologies**

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

TYPE OF ASSISTANCE	CONTACT INFORMATION
<u>CMS-1500 Claims</u> 1. Case Management 2. Chiropractic 3. Durable Medical Equipment (DME) 4. Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Health and Individuals with Disabilities Education Act (IDEA)-Related Services 5. Federally Qualified Health Centers (FQHC) 6. Hemodialysis Professional Services Independent Lab 7. Mental Health Rehabilitation (MHR) 8. Personal Care Services (PCS) 9. Professional Services 10. Rural Health Clinic (RHC) 11. Substance Use Disorders and Mental Health Clinic 12. Waiver	P.O. Box 91020 Baton Rouge, LA 70821
Inpatient and Outpatient Hospitals, Freestanding Psychiatric Hospitals, Hemodialysis Facility, Hospice, Long Term Care (LTC)	P.O. Box 91021 Baton Rouge, LA 70821
Dental, Home Health, Rehabilitation, Transportation (Ambulance and Non-ambulance)	P.O. Box 91022 Baton Rouge, LA 70821
All Medicare Crossovers and All Medicare Adjustments and Voids	P.O. Box 91023 Baton Rouge, LA 70821
e-CDI technical support <i>Web Technical Support</i>	Gainwell Technologies Medicaid Solutions (877) 598-8753

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Solutions (continued)**

TYPE OF ASSISTANCE	CONTACT INFORMATION
Electronic Data Interchange (EDI) <i>Electronic claims sign up and testing</i>	P.O. Box 91025 Baton Rouge, LA 70898-0159 Phone: (225) 216-6303 Fax: (225) 216-6335
Pharmacy	P.O. Box 91019 Baton Rouge, LA 70821
Prior Authorization Unit (PAU) <i>*See LSU School of Dentistry below in "Other Helpful Contact Information" for more information.</i>	Gainwell Technologies – Prior Authorization P.O. Box 14919 Baton Rouge, LA 70898-4919 (800) 263-6534 (<i>Dental</i>) (800) 488-6334 (<i>DME & All Other</i>) (800) 877-0666, <i>Option 2 (Hospice)</i> Fax: (225) 216-6476
Provider Enrollment Unit (PEU)	Gainwell Technologies -Provider Enrollment P. O. Box 80159 Baton Rouge, LA 70898-0159 (225) 216-6370 (225) 216-6392 Fax
Provider Relations Unit (PR)	Gainwell Technologies – 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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Louisiana Department of Health (LDH) can be contacted for assistance with the following:

TYPE OF ASSISTANCE	CONTACT INFORMATION
Durable Medical Equipment (DME)	628 N. Fourth Street Baton Rouge, LA 70802 Phone: 225-342-3935 Fax: 225-342-9462
Early Steps	P.O. Box 3117 Baton Rouge, LA 70821-3117 Phone: 866-EarlySteps (Toll Free)
General Medicaid Hotline	(888) 342-6207 (Toll Free)
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
Louisiana Medicaid Website	www.lamedicaid.com
Medicaid Card Questions	Phone: 800-834-3333 (Toll Free) http://ldh.la.gov/index.cfm/faq/category/72

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Office of Behavioral Health (OBH)	P.O. Box 4049 Baton Rouge, LA 70821-4049 Phone: 225-342-2540 Fax: 225-342-5066 http://ldh.la.gov/index.cfm/subhome/10
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: 342-8823 E-mail: ocddinfo@la.gov
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://ldh.la.gov/index.cfm/subhome/1
Rate Setting and Audit Hospital Services	P.O. Box 91030 Baton Rouge, LA 70821-9030 Phone: 225-342-0127 225-342-9462
Third Party Liability (TPL) TPL Recovery, Trauma	453 Spanish Town Road Baton Rouge, LA 70802 Phone: (225) 342-1376 Fax: (225) 342-5292

Fraud Hotline

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://ldh.la.gov/index.cfm/page/219

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TYPE OF ASSISTANCE	CONTACT INFORMATION
Centers for Medicare and Medicaid Services (CMS)	www.cms.hhs.gov
Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP)	http://www.gohsep.la.gov
Office of Population Affairs (OPA) Clearinghouse	P.O. Box 30686 Bethesda, MD 20824-0686 Phone: (866)-640-7827 Fax: (866)-592-3299 E-mail: Info@OPAClearinghouse.org
Superintendent of Documents Forms	http://www.gpo.gov/ Phone: (202) 512-1800