

CHAPTER 1: GENERAL INFORMATION AND ADMINISTRATION**APPENDIX B: CONTACT/REFERRAL INFORMATION PAGE(S) 7****CONTACT/REFERRAL INFORMATION**

Name of Contact	Address/Telephone/ Website
Department of Health and Hospitals (DHH)	
Division of Administrative Law (DAL) Health and Hospitals Section Appeals	P.O. Box 4189 Baton Rouge, LA. 70821-4189 Phone: (225) 342-0443 Fax: (225) 219-9823 http://new.dhh.louisiana.gov/index.cfm/page/323
Division of Fiscal Management – Payment Management	P.O. Box 91117 Baton Rouge, LA 70821-9117 Phone: (225) 342-4163 Fax: (225) 342-4478
Health Standards Section (HHS) Licensing Standards	P.O. Box 3767 Baton Rouge, LA 70821 Phone: (225) 342-0138 Fax: (225) 342-5073 Email: hss.mail@la.gov http://dhh.louisiana.gov/index.cfm/subhome/32
Louisiana Children’s Health Insurance Program (LaCHIP)	General Medicaid Hotline: (888) 342-6207 LaCHIP: (225)-342-0555 (Local) LaCHIP: (877)-252-2447 (Toll Free) http://bhsfweb.dhh.louisiana.gov/LaCHIP/
Long Term Care Facility Care Home and Community-Based Care	P.O. Box 91030 Baton Rouge, LA 70821-9030 Phone: (877) 456.1146 Fax: (225) 342-9508 http://dhh.louisiana.gov/index.cfm/page/234

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Louisiana Medicaid Provider Web Portal	General Medicaid Hotline: (888)-342-6207 http://www.lamedicaid.com/provweb1/
Medicaid /Card Questions	Toll Free: 1-800-834-3333 http://new.dhh.louisiana.gov/index.cfm/faq/category/72
MMIS Retroactive Reimbursement Unit	P.O. Box 91030 Baton Rouge, LA 70821-9030 Phone: (225) 342-1739 Toll Free: 1-866-640-3905 http://dhh.louisiana.gov/index.cfm/page/1202
Office of Aging and Adult Services (OAAS)	P.O. Box 2031 Baton Rouge, Louisiana 70821-2031 Toll Free: 1-866-758-5035 Fax: (225) 219-0202 E-Mail: OAAS.Inquiries@la.gov http://dhh.louisiana.gov/index.cfm/subhome/12/n/327
Office of Behavioral Health	P.O. Box 91030 Baton Rouge, LA 70821-9030 Phone: 225-342-2540 Fax: 225-342-1972 or 225-342-1973 Toll-free fax: 1-866-427-2148 http://www.mbhs-la.org * See web MBHS website for additional contact information
Office for Citizens with Developmental Disabilities (OCDD) State Office	P.O. Box 3117 Baton Rouge, Louisiana 70821 Phone: (225) 342-0095 Toll Free: 1 (866) 783-5553 Fax: (225) 342-8823 E-Mail: ocddinfo@la.gov http://dhh.louisiana.gov/index.cfm/subhome/11/n/329

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OCDD – Region I - Metropolitan Human Services District (Serving Orleans, Plaquemines and St. Bernard parishes)	1010 Common Street, 5th Floor, Suite 550 New Orleans, LA 70112 Phone: (504) 599-0245 Fax: (504) 568-4660 Toll Free: 1-800-889-2975
OCDD – Region II - Capital Area Human Services District (Serving Ascension, East Baton Rouge, East Feliciana, Iberville, Pointe Coupee, West Baton Rouge and West Feliciana parishes)	4615 Government St. – Building 2, Bin#16 Baton Rouge, LA 70806 Phone: (225) 925-1910 Fax: (225) 925-7080 Toll Free: 1-800-768-8824 www.cahsd.org
OCDD – Region III - South Central Human Services Authority (Serving Assumption, Lafourche, St. Charles, St. James, St. John the Baptist, St. Mary and Terrebonne parishes)	1000 Plantation Road, Suite E Thibodaux, LA 70301 Phone: (985) 449-5167 Fax: (985) 449-5180 Toll Free: 1-800-861-0241
OCDD – Region IV – Acadiana Area Human Service District (Serving Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, and Vermillion parishes)	302 Dulles Drive Lafayette, LA 70506-3008 Phone: (337) 262-5610 Fax: (337) 449-4761 Toll Free: 1-800-648-1484
OCDD – Region V – Imperial Calcasieu Human Services District (Serving Allen, Beauregard, Calcasieu, Cameron, and Jeff Davis parishes)	3501 Fifth Avenue, Suite C2 Lake Charles, LA 70607 Phone: (337) 475-8045 Fax: (337) 475-8055 Toll Free: 1-800-631-8810
OCDD – Region VI - Central Louisiana Human Services District (Serving Avoyelles, Catahoula, Concordia, Grant, LaSalle, Rapides, Vernon, and Winn parishes)	429 Murray Street – Suite B Alexandria, LA 71301 Phone: (318) 484-2347 Fax: (318) 484-2458 Toll Free: 1-800-640-7494

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OCDD – Region VII - Northwest Louisiana Human Services District (Serving Bienville, Bossier, Caddo, Claiborne, DeSoto, Natchitoches, Red River, Sabine, and Webster parishes)	3018 Old Minden Road – Suite 1211 Bossier City, LA 71112 Phone: (318) 741-7455 Fax: (318) 741-7487 Toll Free: 1-800-862-1409
OCDD - Region VIII - Northeast Delta Human Services Authority (Serving Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, and West Carroll parishes)	122 St. John St. – Rm. 202 Monroe, LA 71201 Phone: (318) 362-3396 Fax: (318) 362-5306 Toll Free: 1-800-637-3113
OCDD – Region IX - Florida Parishes Human Services Authority (Serving Livingston, St. Helena, St. Tammany, Tangipahoa, and Washington parishes)	835 Pride Drive – Suite B Hammond, LA 70401 Phone: (985) 543-4730 Toll Free: 1-800-866-0806 www.fphsa.org
OCDD – Region X - Jefferson Parish Human Services Authority (Serving Jefferson parish)	3610 S 1-10 Service Road Metairie, LA 70002 Phone: (504) 838-5357 Fax: (504) 838-5400
Office of Management and Finance Medicaid (Health Service Financing) General Medicaid Information	P.O. Box 91030 Baton Rouge, LA 70810 http://www.dhh.louisiana.gov/index.cfm/subhome/1/n/10
Program Integrity (PI) Section Report Fraud	P. O. Box 91030 Baton Rouge, LA 70821-9030 Fraud and Abuse Hotline: 1-800-488-2917 Fax: (225) 219-4155 http://dhh.louisiana.gov/index.cfm/page/219

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Supplemental Payments Section/Rate and Audit (R&A) Unit	P.O. Box 91030 Baton Rouge 70821-9030 Phone: (225) 342-6116 Fax: (225) 342-1834 http://dhh.louisiana.gov/index.cfm/directory/detail/689
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
Recovery and Premium Assistance Third Party Liability (TPL) TPL Recovery, Trauma	P.O. Box 3558 Baton Rouge, LA 70821 Phone: (225) 342-8662 Fax: (225) 342-1376
Fiscal Intermediary: Molina Medicaid Solutions (formerly UNISYS Corporation)	
Electronic Data Interchange (EDI) Electronic claims sign up and testing and assistance	P.O. Box 91025 Baton Rouge, LA 70898 Phone: (225)-216-6303 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 14849 Baton Rouge, LA 70809-4849 Phone: 800-877-0666 Fax: 800-717-4329
Prior Authorization Unit (PAU) Prior authorization issues, requests and forms	P.O. Box 14919 Baton Rouge, LA 70898-4919 Phone: 800-807-1320 Op 1 (<i>Home Health</i>) Phone: 866-263-6534 (<i>Dental</i>) Phone: 800-488-6334 (<i>DME & All Other</i>)

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Provider Enrollment Unit (PEU) Provider Enrollment, direct deposit problems, reporting of provider file changes and ownership changes, NPI; and EDI submitter enrollment	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 Toll Free: (800)-473-2783 Phone: (225)-924-5040 Fax: (225)-216-6334
Provider Support Center	http://www.lamedicaid.com/provweb1/default.htm
Recipient Eligibility Verification System (REVS)	Toll Free: 1-800-776-6323 Phone: (225) 216-7387
Web Technical Support e-CDI technical support	Phone: 877-598-8753 (Toll Free)
Other Helpful Contact Information	
Excluded Parties List System (EPLS) Verification of exclusion or restriction from government funded health program	http://www.epls.gov/
Health Management Systems (HMS) A third party liability collections contractor	Phone: (888)-831-2715 (214) 453.3000 http://www.hms.com/

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Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP)	http://www.gohsep.la.gov/
Office of Inspector General's (OIG)	http://oig.louisiana.gov/
Superintendent of Documents (To obtain current CMS-1500, UB-04, ADA claim forms)	http://www.gpo.gov/ Phone: (202) 512-1800