

CHAPTER 24: HOSPICE SERVICES**APPENDIX D: CONTACT/REFERRAL INFORMATION****PAGE(S) 5****CONTACT/REFERRAL 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) (225) 216-6303
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
Hospice Prior Authorization Unit	Phone: (800) 877-0666 Fax: (225) 216-6481
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)

CHAPTER 24: HOSPICE SERVICES**APPENDIX D: CONTACT/REFERRAL INFORMATION****PAGE(S) 5****Louisiana Department of Health (LDH)**

TYPE OF ASSISTANCE	CONTACT INFORMATION
General Medicaid Information	General Hotline (888) 342-6207 (Toll Free) www.lamedicaid.com
Health Standards Section (HHS)	P.O. Box 3767 Baton Rouge, LA 70821 Phone: (225) 342-0138 Fax: (225) 342-5073
Long-Term Personal Services (LT-PCS)	P.O. Box 2031 Baton Rouge, LA 70821 Phone: (866) 758-5038 Fax: (225) 219-0202 E-mail: MedWeb@dhh.la.gov http://dhh.louisiana.gov/index.cfm/subhome/12/n/327
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
OAAS State Office	Office of Aging and Adult Services P. O. Box 2031 Baton Rouge, LA 70821-2031 1-866-758-5035
OAAS Regional Offices	http://new.dhh.louisiana.gov/index.cfm/directory/category/141
Office of Management and Finance (Bureau of Health Services Financing) - MEDICAID	P.O. Box 91030 Baton Rouge, LA 70810-9030 http://new.dhh.louisiana.gov/index.cfm/subhome/1
Office for Citizens with Developmental Disabilities (OCDD)	628 N. Fourth Street P.O. Box 3117 Baton Rouge, LA 70821-3117 Phone: (225) 342-0095 (Local) Phone: (866) 783-5553 (Toll-free) E-mail: ocddinfo@la.gov
Pharmacy Program	Phone: (800) 437-9101 (Toll Free) Phone: (225) 342-7878

CHAPTER 24: HOSPICE SERVICES**APPENDIX D: CONTACT/REFERRAL INFORMATION****PAGE(S) 5**

TYPE OF ASSISTANCE	CONTACT INFORMATION
General Medicaid Information	General Hotline (888) 342-6207 (Toll Free) www.lamedicaid.com
Health Standards Section (HHS)	P.O. Box 3767 Baton Rouge, LA 70821 Phone: (225) 342-0138 Fax: (225) 342-5073
Long-Term Personal Services (LT-PCS)	P.O. Box 2031 Baton Rouge, LA 70821 Phone: (866) 758-5038 Fax: (225) 219-0202 E-mail: MedWeb@dhh.la.gov http://dhh.louisiana.gov/index.cfm/subhome/12/n/327
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
OAAS State Office	Office of Aging and Adult Services P. O. Box 2031 Baton Rouge, LA 70821-2031 1-866-758-5035
OAAS Regional Offices	http://new.dhh.louisiana.gov/index.cfm/directory/category/141
Rate Setting and Audit Hospital Services	P.O. Box 91030 Baton Rouge, LA 70821 Phone: 225-342-6116 225-342-1834
Recipient Assistance for Authorized Services	Phone: (888) 342-6207 (Toll Free)
Recovery and Premium Assistance Third Party Liability Unit TPL Recovery, Trauma	P.O. Box 91030 Baton Rouge, LA 70821-9030 Phone: (225) 342-8662 Fax: (225) 342-1376

CHAPTER 24: HOSPICE SERVICES**APPENDIX D: CONTACT/REFERRAL INFORMATION****PAGE(S) 5****Fraud hotline**

TYPE OF ASSISTANCE	CONTACT INFORMATION
To report fraud	Medicaid Program Integrity 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 - Health and Hospitals Section Post Office Box 4189 Baton Rouge, LA 70821-4189 (225) 342-0443 (225) 219-9823 (Fax) Phone for oral appeals: (225) 342-5800

Other Helpful Contact Information:

TYPE OF ASSISTANCE	CONTACT INFORMATION
Adult/Elderly Protective Services	Phone #: 800-898-4910
Centers for Medicare and Medicaid Services OASIS, CMS-485 Form	www.cms.hhs.gov
Governor's Office of Homeland Security and Emergency Preparedness (GOSHEP)	http://gohsep.la.gov/
Southeastern Transportation Inc. Transportation Call Center (Non-emergency transportation) <i>(All Medicaid recipients who are covered under a managed care plan should contact their respective plans to schedule a ride).</i>	To schedule transportation (855) 325-7576 NEMT Provider information (225) 342-2126 Medical Provider Line (855) 325-7576
Federal Depository Library Program Superintendent of Documents	http://www.fdlp.gov/about-the-fdlp/supdocs

CHAPTER 24: HOSPICE SERVICES

APPENDIX D: CONTACT/REFERRAL INFORMATION**PAGE(S) 5**

TYPE OF ASSISTANCE	CONTACT INFORMATION
International Classification of Disease (ICD) Conversion Link Convert ICD-9-CM Codes to ICD-10-CM/PCS, or Convert ICD-10-CM/PCS Codes to ICD-9-CM	http://www.icd10data.com/Convert