

CHAPTER 32: NEW OPPORTUNITIES WAIVER

APPENDIX C: CONTACT/REFERRAL INFORMATION

PAGE(S) 3

CONTACT/REFERRAL INFORMATION

OFFICE NAME	TYPE OF ASSISTANCE	CONTACT INFORMATION
OCDD Central Office	Operating agency responsible for the statewide operation and administration of the OCDD waiver programs.	Office for Citizens with Developmental Disabilities (OCDD) PO Box 3117, Bin #21 Baton Rouge, LA 70821-3117 Phone: (225) 342-0095 Toll-Free: 1-866-783-5553 Fax: (225) 342-8823 E-Mail: ocddinfo@la.gov
Human Service Districts and Authorities	Regional office responsible for Single Point of Entry, implementation and oversight of the New Opportunities Waiver (NOW) on behalf of OCDD.	http://ldh.la.gov/index.cfm/page/134
Health Standards Section (HSS)	Office to contact to report changes that affect provider license.	Health Standards Section P.O. Box 3767 Baton Rouge, LA 70821 or (225) 342-0138 Fax: (225) 342-5073
Division of Administrative Law – Louisiana Department of Health (LDH)	Office to contact to file an appeal request.	Division of Administrative Law - LDH P. O. Box 44033 Baton Rouge, LA 70804-4033 (225) 342-1800 Fax: (225) 342-1812
Healthy Louisiana (MEDICAID MANAGED CARE ORGANIZATIONS)	Healthy Louisiana (previously called Bayou Health) is the way most of Louisiana's Medicaid and LaCHIP beneficiaries receive health care services. In Healthy Louisiana, Medicaid beneficiaries enroll in a managed care plan.	http://ldh.la.gov/index.cfm/subhome/6

CHAPTER 32: NEW OPPORTUNITIES WAIVER

APPENDIX C: CONTACT/REFERRAL INFORMATION

PAGE(S) 3

Medicaid Program Integrity	Office to contact to report fraud, waste or abuse.	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
Louisiana State Adverse Actions List Search with DSW Registry information And Office of the Inspector General	Verification of exclusion or restriction from government funded health program and verification of findings which excludes DSW from working with waiver participants. Note: Provider MUST search both for each worker upon hire and every month thereafter and must maintain documentation of these checks.	https://adverseactions.dhh.la.gov/ and https://exclusions.oig.hhs.gov/
Federal System Award Management	Verification of exclusion or restriction of Vendors from government funded programs. Note: Provider MUST search upon hire and every month thereafter and must maintain documentation of these checks.	https://www.sam.gov/portal/SAM/
Gainwell Technologies (formerly Molina) Provider Enrollment Section	Office to contact to report changes in agency ownership, address, telephone number, account information, etc.	Gainwell Technologies Provider Enrollment Section P. O. Box 80159 Baton Rouge, LA 70898-0159 (225) 216-6370
Gainwell Technologies (formerly Molina) Provider Relations Unit	Office to contact to obtain assistance with questions regarding Medicaid billing information.	Gainwell Technologies Provider Relations Unit P. O. Box 91024 Baton Rouge, LA 70821 1-800-473-2783 or 225-924-5040

CHAPTER 32: NEW OPPORTUNITIES WAIVER

APPENDIX C: CONTACT/REFERRAL INFORMATION

PAGE(S) 3

Office of Community Services - Local Child Protection Hotline	Office to contact to report suspected cases of abuse, neglect, exploitation, or extortion of a beneficiary under the age of 18.	Refer to the Department of Children and Family Services website at: http://www.dss.la.gov under the “Child Welfare” Report Child Abuse/Neglect” link
Adult Protective Services	Office to contact to report suspected cases of abuse, neglect, exploitation, or extortion of a beneficiary age 18-59 or an emancipated minor.	LDH Office of Aging and Adult Services (OAAS) 1-800-898-4910
Elderly Protective Services	Office to contact to report suspected cases of abuse, neglect, exploitation, or extortion of a beneficiary age 60 or older.	Governor’s Office of Elderly Affairs 1-833-577-6532
Myers and Stauffer’s, LLC	Information about filing cost reports.	http://www.mslc.com/Louisiana/HCBSDownloads.aspx
Statistical Resources, Inc.	Entity to contact regarding: 1. LAWRRIS; 2. LAST; 3. CMIS; 4. LaSRS; and 5. EVV Process. PA Billing Issues.	11505 Perkins Road Suite #H Baton Rouge, LA 70810 (225) 767-0501