

## CHAPTER 32: NEW OPPORTUNITIES WAIVER

## APPENDIX C: CONTACT INFORMATION

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## CONTACT/REFERRAL INFORMATION

OFFICE NAME	TYPE OF ASSISTANCE	CONTACT INFORMATION
<b>OCDD Central Office</b>	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: <a href="mailto:ocddinfo@la.gov">ocddinfo@la.gov</a>
<b>Human Service Districts and Authorities</b>	Regional office responsible for Single Point of Entry, implementation and oversight of the New Opportunities Waiver (NOW) on behalf of OCDD.	<a href="http://ldh.la.gov/index.cfm/page/134">http://ldh.la.gov/index.cfm/page/134</a>
<b>Health Standards Section (HSS)</b>	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
<b>Division of Administrative Law – Louisiana Department of Health (LDH)</b>	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
<b>Healthy Louisiana (MEDICAID MANAGED CARE ORGANIZATIONS)</b>	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.	<a href="http://ldh.la.gov/index.cfm/subhome/6">http://ldh.la.gov/index.cfm/subhome/6</a>

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<b>Medicaid Program Integrity</b>	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 <a href="http://ldh.la.gov/index.cfm/page/219">http://ldh.la.gov/index.cfm/page/219</a>
<b>Louisiana State Adverse Actions List Search with DSW Registry information</b>  <b>And</b>  <b>Office of the Inspector General</b>	Verification of exclusion or restriction from government funded health program and verification of findings which excludes DSW from working with waiver participants.  <b>Note:</b> Provider MUST search both for each worker upon hire and every month thereafter and must maintain documentation of these checks.	<a href="https://adverseactions.dhh.la.gov/">https://adverseactions.dhh.la.gov/</a>  and  <a href="https://exclusions.oig.hhs.gov/">https://exclusions.oig.hhs.gov/</a>
<b>Federal System Award Management</b>	Verification of exclusion or restriction of Vendors from government funded programs.  <b>Note:</b> Provider MUST search upon hire and every month thereafter and must maintain documentation of these checks.	<a href="https://www.sam.gov/portal/SAM/">https://www.sam.gov/portal/SAM/</a>
<b>Gainwell Technologies Provider Enrollment Section</b>	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
<b>Gainwell Technologies) Provider Relations Unit</b>	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

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<b>Office of Community Services - Local Child Protection Hotline</b>	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: <a href="http://www.dss.la.gov">http://www.dss.la.gov</a> under the “Child Welfare” Report Child Abuse/Neglect” link
<b>Adult Protective Services</b>	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
<b>Elderly Protective Services</b>	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
<b>Myers and Stauffer’s, LLC</b>	Information about filing cost reports.	<a href="http://www.mslc.com/Louisiana/HCBSDownloads.aspx">http://www.mslc.com/Louisiana/HCBSDownloads.aspx</a>
<b>Statistical Resources, Inc.</b>	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