

CHAPTER 35: PROGRAM OF ALL-INCLUSIVE CARE FOR THE ELDERLY**APPENDIX B: CONTACT INFORMATION****PAGE(S) 3****CONTACT INFORMATION**

Office Name	Type of Assistance	Contact Information
Long Term Care (LTC) Access Contractor - Conduent	Performs the Level of Care Eligibility Tool (LOCET) and sends referrals to the PACE provider, if the caller voices an interest in PACE services	Long Term Care (LTC) Access Services 2900 Westfork Drive, Suite 540 Baton Rouge, LA 70827 Phone #: 877-456-1146 TDD #: 877-544-9544 Fax #: 866-246-8511
Office of Aging and Adult Services (OAAS) State Office	Provides PACE policy clarification and receives complaints regarding pace programs	Office of Aging and Adult Services P. O. Box 2031 Baton Rouge, LA 70821-2031 Phone #: 1.866.758.5035 Email: OAAS.Inquiries@la.gov
OAAS Regional Offices	Prepares the 142 and sends enrollment information to Medicaid; confirms that NFLOC is met; reviews requests for permanent waiver of annual recertification; reviews requests for deemed continued eligibility; and reviews involuntary disenrollment requests.	https://ldh.la.gov/index.cfm/directory/category/141
Gainwell Technologies Provider Enrollment Unit	Office to contact to report changes in provider ownership, address, telephone number or account information affecting electronic funds transfer	Gainwell Technologies Provider Enrollment Unit P.O. Box 80159 Baton Rouge, LA 70898-0159 (225) 216-6370 or (225) 924-5040 http://www.lamedicaid.com/provweb1/Provider_Enrollment/ProviderEnrollmentIndex.htm

CHAPTER 35: PROGRAM OF ALL-INCLUSIVE CARE FOR THE ELDERLY**APPENDIX B: CONTACT INFORMATION****PAGE(S) 3**

Gainwell Technologies Provider Relations Unit	Office to contact to obtain assistance with questions regarding billing information and billing issues	Gainwell Technologies Provider Relations Unit P.O. Box 91024 Baton Rouge, LA 70821 1-800-473-2783 or (225) 924-5040 http://www.lamedicaid.com/provweb1/ Provider_Support/provider_support index.htm
Division of Administrative Law (DAL) - Louisiana Department of Health Section	Office to contact to request a Medicaid appeal hearing	Division of Administrative Law (DAL) – LDH Section Post Office Box 4189 Baton Rouge, LA 70821-4189 Physical: 1020 Florida Street Baton Rouge, LA 70802 Phone #: (225) 342-5800 Fax #: (225) 219-9823 https://www.adminlaw.state.la.us/
LDH - Health Standards Section (HSS)	Office to contact to report changes that affect provider license (e.g. address change, change of ownership, etc.) Office to contact when providers wish to request an informal hearing as the result of a provider's receipt of a statement of deficient practice or file a complaint against a provider by a participant	Health Standards Section P. O. Box 3767 Baton Rouge, LA 70821 Phone #: 1-800-660-0488
Medicaid Program Integrity	Office to contact to report Medicaid fraud	Provider Fraud Hotline #: 1-800-488-2917 Recipient Fraud Hotline #: 1-888-342-6207 Provider Fraud Fax #: (225) 216-6129 Recipient Fraud Fax #: (225) 389-2610 http://new.dhh.louisiana.gov/index.cfm/page/219

CHAPTER 35: PROGRAM OF ALL-INCLUSIVE CARE FOR THE ELDERLY

APPENDIX B: CONTACT INFORMATON**PAGE(S) 3**

Adult Protective Services (APS)	Office to contact to report suspected cases of abuse, neglect, exploitation or extortion of adults ages 18-59 and emancipated minors	1-800-898-4910
Elderly Protective Services (EPS)	Office to contact to report suspected cases of abuse, neglect, exploitation or extortion involving adults age 60 and older	1-833-577-6532