

## CHAPTER 30: PERSONAL CARE SERVICES

## APPENDIX B: LT-PCS – CONTACT INFORMATION

PAGE(S) 3

## LT-PCS CONTACT INFORMATION

Office Name	Type of Assistance	Contact Information
Conduent (Access Contractor)	Office to send signed “Agreement to Provide Services” and who to contact when requesting LT-PCS	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
OAAS State Office	Provides LT-PCS policy clarification and receives complaints regarding the long-term care services access contractor	Office of Aging and Adult Services P. O. Box 2031 Baton Rouge, LA 70821-2031 Phone #: 1-866-758-5035 Fax #: 225-219-0202
OAAS Regional Offices	Reviews and provides approval of waiver services (including ADHC Waiver with LT-PCS) and offers providers technical assistance	<a href="http://new.dhh.louisiana.gov/index.cfm/directory/category/141">http://new.dhh.louisiana.gov/index.cfm/directory/category/141</a>
Gainwell Provider Enrollment Unit	Office to contact to report changes in provider ownership, address, telephone number or account information affection electronic funds transfer	Gainwell Provider Enrollment Unit P.O. Box 80159 Baton Rouge, LA 70898-0159 (225) 216-6370 or (225) 924-5040  <a href="http://www.lamedicaid.com/provweb1/Provider_Enrollment/ProviderEnrollmentIndex.htm">http://www.lamedicaid.com/provweb1/Provider_Enrollment/ProviderEnrollmentIndex.htm</a>
Gainwell Provider Relations Unit	Office to contact to obtain assistance with questions regarding billing information and billing issues	Gainwell Provider Relations Unit P.O. Box 91024 Baton Rouge, LA 70821 1-800-473-2783 or (225) 924-5040  <a href="http://www.lamedicaid.com/provweb1/Provider_Support/provider_supportindex.htm">http://www.lamedicaid.com/provweb1/Provider_Support/provider_supportindex.htm</a>

## CHAPTER 30: PERSONAL CARE SERVICES

## APPENDIX B: LT-PCS – CONTACT INFORMATION

PAGE(S) 3

Statistical Resources, Inc.	Agency to contact regarding LaSRS, EVV, and PA Billing Issues	11505 Perkins Road Suite #H Baton Rouge, LA 70810 (225) 767-0501 Fax#: (225) 767-0502
Division of Administrative Law - Louisiana Department of Health Section	Office to contact to request an appeal hearing	Division of Administrative Law – 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  <a href="https://www.adminlaw.state.la.us/">https://www.adminlaw.state.la.us/</a>
LDH - Health Standards Section	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 recipient	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  <a href="http://new.dhh.louisiana.gov/index.cfm/page/219">http://new.dhh.louisiana.gov/index.cfm/page/219</a>
Adult Protective Services	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

---

**CHAPTER 30: PERSONAL CARE SERVICES**

---

**APPENDIX B: LT-PCS – CONTACT INFORMATION****PAGE(S) 3**

---

Elderly Protective Services	Office to contact to report suspected cases of abuse, neglect, exploitation or extortion involving adults age 60 and older	1-833-577-6532
Myers and Stauffer LC	Information about filing cost reports	<a href="http://www.mslc.com/Louisiana/HCBS.aspx">http://www.mslc.com/Louisiana/HCBS.aspx</a>