

CHAPTER 30: PERSONAL CARE SERVICES

APPENDIX B: LT-PCS – CONTACT INFORMATION

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LONG-TERM – PERSONAL CARE SERVICES (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 Long-Term-Personal Care Services (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
Office of Aging and Adult Services (OAAS) State Office	Provides LT-PCS policy clarification and receives complaints regarding the LTC 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 Adult Day Health Care (ADHC) Waiver with LT-PCS) and offers providers technical assistance	http://new.dhh.louisiana.gov/index.cfm/directory/category/141
Gainwell Provider Enrollment Unit	Office to contact to report changes in provider ownership, address, telephone number or account information affecting electronic funds transfer	Gainwell 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
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 http://www.lamedicaid.com/provweb1/Provider_Support/provider_support_index.htm

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Statistical Resources, Inc.	Agency to contact regarding Louisiana State Reporting System (LaSRS), electronic visit verification (EV), and prior authorization (PA) Billing Issues	11505 Perkins Road Suite #H Baton Rouge, LA 70810 (225) 767-0501 Fax#: (225) 767-0502
Division of Administrative Law (DAL) - Louisiana Department of Health (LDH) 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 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 beneficiary	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 Beneficiary Fraud Hotline #: 1-888-342-6207 Provider Fraud Fax #: (225) 216-6129 Beneficiary Fraud Fax #: (225) 389-2610 http://new.dhh.louisiana.gov/index.cfm/page/219
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

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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	http://www.mslc.com/Louisiana/HCBS.aspx