

CHAPTER 30: PERSONAL CARE SERVICES**APPENDIX F: LT-PCS – CONTACT INFORMATION****PAGE(S) 1****LT-PCS CONTACT INFORMATION**

Office Name	Type of Assistance	Contact Information
XEROX (Access Contractor)	Office to send signed “Agreement to Provide Services” and who to contact when requesting LT-PCS	XEROX Long Term Care 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 access contractor services	Office of Aging and Adult Services P. O. Box 2031 Baton Rouge, LA 70821-2031 Phone #: 866-758-5035
Division of Administrative Law Health and Hospitals Section	Office to contact to request an appeal hearing	Division of Administrative Law – Health and Hospitals Section P. O. Box 4189 Baton Rouge, LA 70821-4189 Phone #: (225) 342-0443 Fax #: (225) 219-9823 Oral appeals #: (225) 342-5800
Health Standards Section	Office to contact when providers wish to request an informal hearing as the result of a monitoring corrective action report or to file a complaint against a provider agency	Dept. of Health and Hospitals Health Standards Section Attn: IDR Program Manager P. O. Box 3767 Baton Rouge, LA 70821 Phone #: 800-660-0488
Adult/Elderly Protective Services	Office to contact to report suspected cases of abuse, neglect, exploitation or extortion of recipients	Phone #: 800-898-4910