

CHAPTER 37: PHARMACY BENEFITS MANAGEMENT SERVICES**SECTION 37.5.4 – CONTACT INFORMATION****PAGE(S) 5****CONTACT INFORMATION****Gainwell Technologies**

Contact the Medicaid Program's fiscal intermediary, Gainwell Technologies for assistance with the following:

TYPE OF ASSISTANCE	CONTACT INFORMATION
e-CDI technical support	Gainwell Technologies (877) 598-8753
Electronic Media Claims (EMC) Electronic Claims sign up and testing	P.O. Box 91025 Baton Rouge, LA 70898 Phone: (225) 216-6000 Fax: (225) 216-6335
Pharmacy Point of Sale (POS)	P.O. Box 91019 Baton Rouge, LA 70821 Phone: (800) 648-0790 (Toll Free) Phone: (225) 216-6381 (Local) <i>*After hours, please call REVS</i>
Prior Authorization Unit (PAU)	Gainwell Technologies – Prior Authorization Phone: (800) 807-1320 E-PA Fax: 225-216-6481
Provider Enrollment Unit (PEU)	Gainwell Technologies - Provider Enrollment P. O. Box 80159 Baton Rouge, LA 70898-0159 (225) 216-6370 (225) 216-6392 Fax
Provider Relations Unit (PR)	Gainwell Technologies – Provider Relations Unit P. O. Box 91024 Baton Rouge, LA 70821 Phone: (225) 924-5040 or (800) 473-2783 Fax: (225) 216-6334
Recipient Eligibility Verification (REVS)	Phone: (800) 766-6323 (Toll Free) Phone: (225) 216-7387 (Local)
Weekly Remittance Advice	https://www.lamedicaid.com/sitesearch/searchpura.aspx

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TYPE OF ASSISTANCE	CONTACT INFORMATION
Bureau of Health Services Financing (BHSF) – Medicaid State Office	P.O. Box 91030 Baton Rouge, LA 70821 Hot Line: (888) 342-6207 (Toll Free) http://www.dhh.la.gov/index.cfm/subhome/1/n/331
Health Standards Section (HHS)	P.O. Box 3767 Baton Rouge, LA 70821 Phone: (225) 342-0128 Fax: (225) 5292 http://new.dhh.louisiana.gov/index.cfm/newsroom/detail/1623
Louisiana Children’s Health Insurance Program (LaCHIP)	(225) 342-0555 (Local) (877) 252-2447 (Toll Free) http://ldh.la.gov/index.cfm/page/224
Office of Aging and Adult Services (OAAS)	P.O. Box 2031 Baton Rouge, LA 70821 Phone: (866) 758-5038 Fax: (225) 219-0202 E-mail: MedWeb@dhh.la.gov http://www.ldh.la.gov/index.cfm/subhome/12/n/7
Office of Behavioral Health (OBH)	P.O. Box 629 Baton Rouge, LA 70821-0629 Phone: 225-342-9500 Fax: 225-342-5568 Medicaid Customer Service (888) 342-6207 http://ldh.la.gov/index.cfm/subhome/10
Office for Citizens with Developmental Disabilities (OCDD)	628 N. Fourth Street Baton Rouge, LA 70802 Phone: (225) 342-0095 (Local) Phone: (866) 783-5553 (Toll-free) E-mail: ocddinfo@la.gov http://www.ldh.la.gov/index.cfm/subhome/11/n/8
Pharmacy Program	(800) 437-9101
Take Charge Plus	Phone: (888) 342-6207

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TYPE OF ASSISTANCE	CONTACT INFORMATION
Third Party Liability (TPL) Recovery and Premium Assistance Section	P. O. Box 3558 Baton Rouge, LA 70821 Phone: (225) 342-8662 Fax: (225) 342-1376

Fraud Hotline

TYPE OF ASSISTANCE	CONTACT INFORMATION
To report fraud	Program Integrity (PI) Section P.O. Box 91030 Baton Rouge, LA 70821-9030 Fraud and Abuse Hotline: (800) 488-2917 Fax: (225) 219-4155 http://new.dhh.louisiana.gov/index.cfm/page/219

Appeals

TYPE OF ASSISTANCE	CONTACT INFORMATION
To file an appeal	Division of Administrative Law (DAL) - Health and Hospitals Section Post Office Box 4189 Baton Rouge, LA 70821-4189 225-342-0443 225-219-9823 (Fax)

Other Helpful Contact Information:

TYPE OF ASSISTANCE	CONTACT INFORMATION
Centers for Medicare and Medicaid Services	https://www.cms.gov/
Communi Form, LLS NCPDP Universal Claims Forms	Communi Form, LLC Phone: (877) 817-3676 https://www.ncdp.org/Products/Universal-Claim-Forms

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TYPE OF ASSISTANCE	CONTACT INFORMATION
Office of Pharmacy Affairs HSB/HRSA	5600 Fishers Lane Rockville, MD 20857 301-594-4353 800-628-6297 OpaStaff@hrs.hhs.gov https://www.hrsa.gov/opa
340B Exclusion File	https://340bopais.hrsa.gov/medicaidexclusionfiles
Health Management Systems, Inc. (HMS) Urgent Private TPL and Urgent Medicare Advantage Plan Update Request	Aetna Better Health Mailbox-MBU-LA_Enrollment@AETNA.com LHCC Healthcare Connections OICRequest@centene.com UHC Community Care Plan PI_COB_research@uhc.com Amerigroup ccuohi@amerigroup.com AmeriHealthCarnitas 888-922-0007 Fee-for-Service Phone: (877) 204-1324 Fax: (877) 204-1325 E-mail: latpr@hms.com
Novitas Solutions, Inc. Medicaid Part B Carrier	P.O. Box 3097 Mechanicsburg, LA 17055-1815 (855) 252-8782
Office of Population Affairs (OPA) Clearinghouse	P.O. Box 30686 Bethesda, MD 20824-0686 Phone: (866) 640-7827 Fax: (866) 592-3299 E-mail: Info@OPAClearinghouse.org

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TYPE OF ASSISTANCE	CONTACT INFORMATION
Louisiana Medicaid RxPA Operation ULM, School of Pharmacy To obtain clinical pre-authorization	1800 Bienville Drive Monroe, LA 71201-3765 Phone: (866) 730-4357 Fax: (866) 797-2329 http://www.lamedicaid.com/provweb1/Pharmacy/rxpa/rxpaindex.htm
U.S. Department of Health and Human Services Sterilization and Consent Forms	https://www.hhs.gov/opa/title-x-family-planning/training-and-resources/documents-and-tools/index.html

TYPE OF ASSISTANCE	CONTACT INFORMATION
Pharmacy Help Desk Questions concerning pharmacy claims billing	
Aetna	CVS Health (855) 364-2977
AmeriHealth Caritas	PerformRx (800) 684-5502
Fee-for-Service	Gainwell Technologies (800) 648-0790
Healthy Blue	Express Scripts (844) 367-6111
Louisiana Healthcare Connections	CVS Caremark (800) 311-0543
United Healthcare	Optum Rx (866) 328-3108