

**CHAPTER 5: PROFESSIONAL SERVICES****APPENDIX A: CONTACT INFORMATION****PAGE(S) 5****CONTACT INFORMATION****Louisiana Medicaid Website**

The Louisiana Medicaid website can be accessed at [www.lamedicaid.com](http://www.lamedicaid.com). Refer to the table below for the specific link to information that is found on this website.

<b>Type of Assistance</b>	<b>Link Where Information is Found</b>
Provider Fee Schedules	"Fee Schedules"
Preferred Drug List/Prior Authorization List	"Pharmacy * Prescribing Providers"
Electronic prior authorization	"Forms/Files/User Manuals" and then under the "User Manuals" link
List of acceptable procedure codes reimbursable with 80/AS modifiers	"ClaimCheck"
Medicaid provider manuals	"Provider Manuals"
Vaccine codes	"Fee Schedules" then "Immunization Fee Schedules Page" links
Information about Electronic Medicaid Eligibility Verification System (eMEVS)	"Forms/Files/User Manuals" link
Access the Electronic Clinical Drug Inquiry (e-CDI) application	"Provider Login"
Access the Pre-cert Inquiry application	"Provider Login"
Access the Pre-Cert Inquiry application manual	"Forms/Files/User Manuals" and then Under the "User Manuals" link
Obtain additional information about radiology utilization management (RUM)	"Radiology Utilization Management"
Periodicity Schedule	"Training/Policy Updates" Then "Provider Training Packets/Policy Updates" then "2013 Policy Updates" then "Professional Services Program"
Access the "Medicaid Primary Care Services Designated Physician Form" or the "Medicaid Primary Care Services Advanced Practice Registered Nurse Form"	"Provider Enrollment", then "Forms to Update Existing Provider Information"

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Louisiana Medicaid's fiscal intermediary, Molina Medicaid Solutions, can be contacted for assistance with the following:

<b>Type of Assistance</b>	<b>Contact</b>
Where to send a completed BHSF 158-A Physician Outpatient Visit Extension Form	Molina Medicaid Solutions P. O. Box 14919 Baton Rouge, LA 70898-4919
Where to send a hardcopy claim when approval has been received for outpatient visit extension	Molina Medicaid Solutions P. O. Box 91024 Baton Rouge, LA 70821
Who to contact for consideration of coverage of additional chemotherapeutic agents	Molina Medicaid Solutions -Provider Relations Unit P. O. Box 91024 Baton Rouge, LA 70821 Phone: 225-924-5040 or 1-800-473-2783 Fax: 225-216-6334
Who to contact when a service is not on the list of reimbursable services	Molina Medicaid Solutions -Provider Relations Unit P. O. Box 91024 Baton Rouge, LA 70821 Phone: 225-924-5040 or 1-800-473-2783 Fax: 225-216-6334
e-CDI technical support	Molina Medicaid Solutions 1-877-598-8753
Pre-Certification Department	Molina Medicaid Solutions - Pre Certification P. O. Box 14849 Baton Rouge, LA 70809-4849 Phone: 1-800-877-0666, Fax: 1-800-717-4329
Prior Authorization Unit	Molina Medicaid Solutions – Prior Authorization P. O. Box 14919 Baton Rouge, LA 70898-4919 Phone: 1-800-807-1320 (Home Health/EPSTD) Phone: 1-866-263-6534 (Dental) Phone: 1-800-488-6334 (DME & All Other)

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Type of Assistance	Contact
Provider Enrollment Unit	Molina Medicaid Solutions – Provider Enrollment P.O. Box 80159 Baton Rouge, LA 70898 Phone: 225-216-6370, Fax: 225-216-6392
Provider Relations Unit	Molina Medicaid Solutions -Provider Relations Unit P. O. Box 91024 Baton Rouge, LA 70821 Phone: 225-924-5040 or 1-800-473-2783 Fax: 225-216-6334
Recipient Eligibility Verification System (REVS)	Phone: 800-766-6323 Phone: 225-216-7387

**Office of Public Health**

The Office of Public Health can be contacted for the following assistance:

Type of Assistance	Contact
Obtain a copy of the “Office of Public Health Certification of Informed Consent-Abortion”	Office of Public Health (504) 568-5330
Obtain an enrollment packet for <ul style="list-style-type: none"> <li>• Vaccines for Children (VFC)</li> <li>• Louisiana Immunization Network for Kids Statewide (LINKS)</li> </ul> Obtain information about vaccine availability	Office of Public Health (504) 838-5300
Access LINKS	<a href="https://linksweb.oph.dhh.louisiana.gov">https://linksweb.oph.dhh.louisiana.gov</a>
Information about the Louisiana Childhood Lead Poisoning Prevention Program	<a href="http://www.dhh.louisiana.gov/offices/page.asp?ID=263&amp;Detail=6296">http://www.dhh.louisiana.gov/offices/page.asp?ID=263&amp;Detail=6296</a>
Obtain neonatal screening results	Genetic Diseases Program (504) 568-8248 or <a href="http://new.dhh.louisiana.gov/index.cfm/page/470">http://new.dhh.louisiana.gov/index.cfm/page/470</a>

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Pharmacy information can be obtained from the following:

Type of Assistance	Contact
Pharmacy PA Unit	University of Louisiana – Monroe College of Pharmacy 1800 Bienville Dr. Monroe, LA 71201-3765 Phone: 1-866-730-4357 Fax: 1-866-797-2329 (Do not send a cover sheet with the facsimile)
Pharmacy Benefits Management Section	Bureau of Health Services Financing Pharmacy Benefits Management Section (225) 342-9768

**EarlySteps**

EarlySteps information can be obtained from the following:

Type of Assistance	Contact
Information about the EarlySteps program	<a href="http://new.dhh.louisiana.gov/index.cfm/page/139/n/139">http://new.dhh.louisiana.gov/index.cfm/page/139/n/139</a>

**Radiology Utilization Management (RUM)**

Type of Assistance	Contact
Request prior authorization from the RUM contractor	Phone: 1-888-693-3211 from 8am until 8pm Fax: 888-693-3210 Online: <a href="http://www.medsolutionsonline.com">www.medsolutionsonline.com</a>

**Clinical Laboratory Improvement Amendments (CLIA)**

Type of Assistance	Web Address
Information about CLIA	<a href="http://new.dhh.louisiana.gov/index.cfm/directory/detail/705">http://new.dhh.louisiana.gov/index.cfm/directory/detail/705</a>

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**Centers for Disease Control and Prevention (CDC)**

The CDC can be contacted for the following assistance:

Type of Assistance	Office to Contact
Access the <i>Recommended Adult Immunization Schedule</i> from the CDC's Advisory Committee on Immunization Practice.	<a href="http://www.cdc.gov/vaccines">www.cdc.gov/vaccines</a> under 'Immunization Schedules'
Guidelines about the CDC requirements for lead poisoning	<a href="http://www.cdc.gov/nceh/lead">http://www.cdc.gov/nceh/lead</a>

**Louisiana Medicare**

Type of Assistance	Web Address
Information about Louisiana Medicare	<a href="http://www.lamedicare.com">www.lamedicare.com</a>

**National Physician Fee Schedule**

Type of Assistance	Web Address
Access the National Physician Fee Schedule.	<a href="http://www.cms.gov/apps/physician-fee-schedule/search/search-criteria.aspx">http://www.cms.gov/apps/physician-fee-schedule/search/search-criteria.aspx</a>

**Appeals**

Type of Assistance	Contact
To file an appeal	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