

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. Refer to the table below for the specific link to information that is found on this website.

| Type of Assistance | Link Where Information is Found |
|---|---|
| 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 | "Provider Training Packets/Policy Updates" then "2012 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:

| Type of Assistance | Contact |
|---|--|
| 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"> • Vaccines for Children (VFC) • Louisiana Immunization Network for Kids Statewide (LINKS) Obtain information about vaccine availability | Office of Public Health (504) 838-5300 |
| Access LINKS | https://linksweb.oph.dhh.louisiana.gov |
| Information about the Louisiana Childhood Lead Poisoning Prevention Program | http://www.dhh.louisiana.gov/offices/page.asp?ID=263&Detail=6296 |
| Obtain neonatal screening results | Genetic Diseases Program (504) 568-8248 or http://new.dhh.louisiana.gov/index.cfm/page/470 |

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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 | http://new.dhh.louisiana.gov/index.cfm/page/139/n/139 |

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: www.medsolutionsonline.com |

Clinical Laboratory Improvement Amendments (CLIA)

| Type of Assistance | Web Address |
|------------------------|---|
| Information about CLIA | http://new.dhh.louisiana.gov/index.cfm/directory/detail/705 |

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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. | www.cdc.gov/vaccines under 'Immunization Schedules' |
| Guidelines about the CDC requirements for lead poisoning | http://www.cdc.gov/nceh/lead |

Louisiana Medicare

| Type of Assistance | Web Address |
|--------------------------------------|--|
| Information about Louisiana Medicare | www.lamedicare.com |

National Physician Fee Schedule

| Type of Assistance | Web Address |
|---|---|
| Access the National Physician Fee Schedule. | http://www.cms.gov/apps/physician-fee-schedule/search/search-criteria.aspx |

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 |