

CHAPTER 38: RESIDENTIAL OPTIONS WAIVER

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CONTACT INFORMATION

OFFICE NAME	TYPE OF ASSISTANCE	CONTACT INFORMATION
Officer for Citizens with Developmental Disabilities (OCDD) Central State	Operating agency responsible for the statewide operation and administration of the OCDD waiver programs.	OCDD PO Box 3117, Bin #21 Baton Rouge, LA 70821-3117 Phone: (225) 342-0095 Toll-Free: 1-866-783-5553 Fax: (225) 342-8823 E-Mail: ocddinfo@la.gov
Local Governing Entity (LGE) routinely referred to as Human Service Districts and Authorities	Regional office responsible for Single Point of Entry, implementation and oversight of the ROW on behalf of OCDD.	http://ldh.la.gov/index.cfm/page/134
Louisiana Department of Health (LDH)- Health Standards Section	Office to contact to report changes that affect provider license.	LDH/Health Standards Section P.O. Box 3767 Baton Rouge, LA 70821 or (225) 342-0138 Fax: (225) 342- 5073
Division of Administrative Law – LDH	Office to contact to file an appeal request.	Division of Administrative Law - LDH P. O. Box 44033 Baton Rouge, LA 70804-4033 (225) 342-1800 Fax: (225) 342-1812
Gainwell Technologies Provider Enrollment Section	Office to contact to report changes in agency ownership, address, telephone number or account information affecting electronic funds transfer.	Gainwell Technologies Provider Enrollment Section P. O. Box 80159 Baton Rouge, LA 70898-0159 (225) 216-6370

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Gainwell Technologies Provider Relations Unit	Office to contact to obtain assistance with questions regarding billing information	Gainwell Technologies Provider Relations Unit P. O. Box 91024 Baton Rouge, LA 70821 1-800-473-2783 or 225-924-5040
Healthy Louisiana (MEDICAID MANAGED CARE ORGANIZATIONS)	Healthy Louisiana (previously called Bayou Health) is the way most of Louisiana's Medicaid and LA CHIP beneficiaries receive health care services. In Healthy Louisiana, Medicaid beneficiaries enroll in a managed care plan.	http://ldh.la.gov/index.cfm/subhome/6
Medicaid Program Integrity	Office to contact to report fraud, waste or abuse	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://ldh.la.gov/index.cfm/page/219
Louisiana State Adverse Actions List Search with DSW Registry information And Office of the Inspector General	Verification of exclusion or restriction from government funded health program and verification of findings which excludes DSW from working with waiver beneficiaries. Note: Provider MUST search both for each worker upon hire and every month thereafter and must maintain documentation of these checks.	https://adverseactions.ldh.la.gov/SelSearch and https://exclusions.oig.hhs.gov/

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Federal System Award Management	Verification of exclusion or restriction of Vendors from government funded programs Note: Provider MUST search upon hire and every month thereafter and must maintain documentation of these checks.	https://www.sam.gov/portal/SAM/
Office of Community Services - Local Child Protection Hotline	Office to contact to report suspected cases of abuse, neglect, exploitation or extortion of a beneficiary under the age of 18.	Refer to the Department of Children and Family Services website at: http://www.dss.la.gov under the “Report Child Abuse/Neglect” link
Adult Protective Services	Office to contact to report suspected cases of abuse, neglect, exploitation or extortion of a beneficiary age 18-59 or an emancipated minor.	Louisiana Department of Health Office of Aging and Adult Services 1-800-898-4910
Elderly Protective Services	Office to contact to report suspected cases of abuse, neglect, exploitation or extortion of a beneficiary age 60 or older.	Governor’s Office of Elderly Affairs 1-833-577-6532
Myers and Stauffer’s, LLC	Information about filing cost reports.	https://www.mslc.com/Louisiana/HCBS.aspx
Statistical Resources, Inc.	Entity to contact regarding: • LaSRS • EVV Process Prior/ Post Authorization Billing Issues.	11505 Perkins Road Suite #H Baton Rouge, LA 70810 (225) 767-0501

OCDD

Contact information for the central office and the local governing entities (LGEs) are found on the OCDD website at: <http://dhh.louisiana.gov/index.cfm/page/134/n/137>