

## CHAPTER 38: RESIDENTIAL OPTIONS WAIVER

## APPENDIX C: CONTACT INFORMATION

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## CONTACT INFORMATION

OFFICE NAME	TYPE OF ASSISTANCE	CONTACT INFORMATION
<b>OCDD Central State</b>	Operating agency responsible for the statewide operation and administration of the OCDD waiver programs.	Office for Citizens with Developmental Disabilities 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
<b>Human Service Districts and Authorities</b>	Regional office responsible for Single Point of Entry, implementation and oversight of the ROW on behalf of OCDD.	<a href="http://ldh.la.gov/index.cfm/page/134">http://ldh.la.gov/index.cfm/page/134</a>
<b>Louisiana Department of Health (LDH)- Health Standards Section</b>	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
<b>Division of Administrative Law – Louisiana Department of Health</b>	Office to contact to file an appeal request.	Division of Administrative Law - Louisiana Department of Health  P. O. Box 44033 Baton Rouge, LA 70804-4033 (225) 342-1800 Fax: (225) 342-1812
<b>Gainwell Technologies Provider Enrollment Section</b>	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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<b>Gainwell Technologies Provider Relations Unit</b>	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
<b>Healthy Louisiana (MEDICAID MANAGED CARE ORGANIZATIONS)</b>	Healthy Louisiana (previously called Bayou Health) is the way most of Louisiana's Medicaid and LA CHIP participants receive health care services. In Healthy Louisiana, Medicaid participants enroll in a managed care plan.	<a href="http://ldh.la.gov/index.cfm/subhome/6">http://ldh.la.gov/index.cfm/subhome/6</a>
<b>Medicaid Program Integrity</b>	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 <a href="http://ldh.la.gov/index.cfm/page/219">http://ldh.la.gov/index.cfm/page/219</a>
<b>Louisiana State Adverse Actions List Search with DSW Registry information</b>  <b>And</b>  <b>Office of the Inspector General</b>	Verification of exclusion or restriction from government funded health program and verification of findings which excludes DSW from working with waiver participants  <b>Note:</b> Provider MUST search both for each worker upon hire and every month thereafter and must maintain documentation of these checks.	<a href="https://adverseactions.ldh.la.gov/SelSearch">https://adverseactions.ldh.la.gov/SelSearch</a> and <a href="https://exclusions.oig.hhs.gov/">https://exclusions.oig.hhs.gov/</a>

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

**Office for Citizens with Developmental Disabilities (OCDD)**

Contact information for the central office and the Humans Services Authorities and Districts is found on the OCDD website at: <http://dhh.louisiana.gov/index.cfm/page/134/n/137>