

CHAPTER 43: SUPPORTS WAIVER

APPENDIX C: CONTACT/REFERRAL INFORMATION

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CONTACT/REFERRAL INFORMATION

Name of Contact	Address/Telephone/Website
Fiscal Intermediary: Molina Medicaid Solutions <i>(formerly UNISYS Corporation)</i>	
Electronic Data Interchange (EDI) Electronic claims testing and assistance	P.O. Box 91025 Baton Rouge, LA 70898 Phone: 225-216-6303 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 line</i>
Pre-Certification Unit (Hospital) Pre-certification issues and forms	P.O. Box 14849 Baton Rouge, LA 70809-4849 Phone: 800-877-0666 Fax: 800-717-4329
Prior Authorization Unit (PAU) Prior authorization issues, forms, requests and forms	P.O. Box 14919 Baton Rouge, LA 70898-4919 Phone: 800-807-1320 (Home Health) Phone: 866-263-6534 (Dental) Phone: 800-488-6334 (DME & All Other)
Provider Enrollment Unit (PEU) Provider Enrollment, direct deposit problems, reporting of provider file changes and ownership changes, NPI, and EDI submitter enrollment	P.O. Box 80159 Baton Rouge, LA 70898 Phone: 225-216-6370 Fax: 225-216-6392
Provider Relations (PR) Billing and training questions	P.O. Box 91024 Baton Rouge, LA 70821 Toll Free: 800-473-2783 Phone: 225-924-5040 (Local) Fax: 225-216-6334
Recipient Eligibility Verification (REVS)	Toll Free: 800-776-6323 Phone: 225-216-7387 (Local)
Web Technical Support e-CDI technical support	Phone: 877-598-8753 (Toll Free)

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Department of Health and Hospitals (DHH)	
Division of Administrative Law (DAL) Health and Hospitals Section Appeals	P.O. Box 4189 Baton Rouge, LA 70821-4189 Phone: 225-342-0263 Fax: 225-219-9823 http://new.dhh.louisiana.gov/index.cfm/page/323
Health Standards Section (HHS) Licensing Standards	P.O. Box 3767 Baton Rouge, LA 70821 Phone: 225-342-0138 Fax: 225-342-5073 Email: hss.mail@la.gov http://dhh.louisiana.gov/index.cfm/subhome/32
Louisiana Medicaid Website Provider Web Portal	General Medicaid Hotline: 888-342-6207 www.lamedicaid.com
Louisiana Children's Health Insurance Program (LaCHIP) General Medicaid and card questions	General Medicaid Hotline: 888-342-6207 LaCHIP: 225-342-0555 (Local) LaCHIP: 877-252-2447 (Toll Free) http://bhsfweb.dhh.louisiana.gov/LaCHIP/
Office of Aging and Adult Services (OAAS) Waiver clarification, assistance and complaints	P.O. Box 2031 Baton Rouge, LA 70821-2031 Phone: 866-758-5035 Fax: 225-219-0202 E-mail: OAAS.Inquiries@la.gov http://www.dhh.louisiana.gov/offices/?ID=105
Office for Citizens with Developmental Disabilities (OCDD) State Office	P.O. Box 3117 Baton Rouge, LA 70821 Phone: 866-783-5553 (Toll Free) Phone: 225-342-0095 (Local) Fax: 225-342-8823 E-mail: ocddinfo@la.gov http://www.dhh.louisiana.gov/offices/?ID=191
Office of Management and Finance (Bureau of Health Services Financing) – MEDICAID	P.O. Box 91030 Baton Rouge, LA 70810 http://www.dhh.louisiana.gov/offices/?ID=92

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Department of Health and Hospitals (DHH)	
Office of Management and Finance (Bureau of Health Services Financing) – MEDICAID	P.O. Box 91030 Baton Rouge, LA 70810 http://www.dhh.louisiana.gov/offices/?ID=92
Program Integrity (PI) Section Report Fraud	P.O. Box 91030 Baton Rouge, LA 70821-9030 Fraud and Abuse Hotline: 800-488-2917 Phone: 225-219-4149 Fax: 225-219-4155 http://www.dhh.louisiana.gov
Supplemental Payments Section/Rate and Audit (R&A) Unit	P.O. Box 91030 Baton Rouge, LA 70821-9030 Phone: 225-342-6116 Fax: 225-342-1834 http://www.dhh.louisiana.gov/offices/?ID=111
Recipient Assistance for Authorized Services	1-888-758-2220
Take Charge (Family Planning Waiver)	P.O. Box 91278 Baton Rouge, LA 70821 Phone: 888-342-6207 Fax: 877-523-2987 medweb@la.gov www.takecharge.dhh.louisiana.gov
Recovery and Premium Assistance Third Party Liability (TPL) TPL Recovery, Trauma	P.O. Box 3558 Baton Rouge, LA 70821 Phone: 225-342-8662 Fax 225-342-1376

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Other Helpful Contact Information	
Centers for Medicare and Medicaid Services (CMS) OASIS, CMS-485 Form	www.cms.hhs.gov
Governor's Office of Homeland Security and Emergency Preparedness (GOSHEP) Home Health Emergency Model Plan	http://gohsep.la.gov/plans/modelhmlthpln.htm