

CHAPTER 43: SUPPORTS WAIVER**APPENDIX C: CONTACT/REFERRAL INFORMATION****PAGE(S) 3****CONTACT/REFERRAL INFORMATION**

Name of Contact	Address/Telephone/Website
Fiscal Intermediary: Molina Medicaid Solutions <i>(formerly UNISYS Corporation)</i>	
Electronic Media Claims (EMC) Electronic claims sign up and testing	P.O. Box 91025 Baton Rouge, LA 70898 Phone: 225-216-6000 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 Baton Rouge, LA 708 Phone: 800-877-0666 Fax: 800-717-4329
Prior Authorization Unit (PAU) Prior authorization issues, forms, etc.	P.O. Box 14919 Baton Rouge, LA 70898 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 changes and ownership, NPI	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 Phone: 225-924-5040 (Local) 800-473-2783 (Toll Free) Fax: 225-216-6334
Recipient Eligibility Verification (REVS)	Phone: 800-776-6323 (Toll Free) Phone: 225-216-7387 (Local)
Web Technical Support	Phone: 877-598-8753 (Toll Free)

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Name of Contact	Address/Telephone/Website
Department of Health and Hospitals (DHH)	
Division of Administrative Law – Health and Hospitals Section Appeals	P.O. Box 4189 Baton Rouge, LA 70821-4189 Phone: 225-342-0443 Fax: 225-219-9823
Health Standards Section (HHS)	P.O. Box 3767 Baton Rouge, LA 70821 Phone: 225-342-0138 Fax: 225-342-5292
Louisiana Medicaid Website Provider Web Portal	www.lamedicaid.com
Louisiana’s Medicaid and 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: MedWeb@dhh.la.gov http://www.dhh.louisiana.gov/offices/?ID=105
Office for Citizens with Developmental Disabilities (OCDD)	P.O. Box 3117 Baton Rouge, LA 70821 Phone: 225-342-8874 (Local) Phone: 866-783-5553 (Toll Free) E-mail: ocddinfo@la.gov http://www.dhh.louisiana.gov/offices/?ID=191
Office of Emergency Preparedness (OEP) Required Emergency Preparedness HH Model	http://gohsep.la.gov/modelhmlhthpln.aspx
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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Name of Contact	Address/Telephone/Website
Department of Health and Hospitals (DHH)	
Program Integrity (PI)	P.O. Box 91030 Baton Rouge, LA 70810 Phone: 225-219-4149 Fax: 225-219-4155 Fraud and Abuse Hotline: 800-488-2917 http://www.dhh.louisiana.gov
Rate and Audit (R&A)	P.O. Box 546 Baton Rouge, LA 70821-0546 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
Third Party Liability (TPL) TPL Recovery, Trauma	P.O. Box 91030 Baton Rouge, LA 70802 Phone: 225-342-8662
Other Helpful Contact Information	
Centers for Medicare and Medicaid Services (CMS) OASIS, CMS-485 Form	www.cms.hhs.gov
Office of Emergency Preparedness Home Health Emergency Model Plan	http://gohsep.la.gov/plans/modelhmlthpln.htm