
CHAPTER 48: FAMILY PLANNING- TAKE CHARGE PLUS

APPENDIX B: FREQUENT CONTACT INFORMATION **PAGE(S) 4**

FREQUENT CONTACT INFORMATION**Gainwell Technologies**

The Medicaid Program's fiscal intermediary, Gainwell Technologies can be contacted for assistance with the following:

TYPE OF ASSISTANCE	CONTACT INFORMATION
e-CDI technical support	Gainwell Technologies (877) 598-8753
Electronic Media Interchange (EDI) Electronic Claims sign up and testing	P.O. Box 91025 Baton Rouge, LA 70821 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</i>
Prior Authorization Unit (PAU)	Gainwell Technologies– Prior Authorization P.O. Box 14919 Baton Rouge, LA 70898-4919 (800) 488-6334
Provider Enrollment Unit (PEU)	Gainwell Technologies -Provider Enrollment P. O. Box 80159 Baton Rouge, LA 70898-0159 Phone: (225) 216-6370 Fax (225) 216-6392

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TYPE OF ASSISTANCE	CONTACT INFORMATION
Provider Relations Unit (PR)	Gainwell Technologies– Provider Relations Unit P. O. Box 91024 Baton Rouge, LA 70821 Phone: (225) 924-5040 or (800) 473-2783 Fax: (225) 216-6334
Recipient Eligibility Verification (REVS)	Phone: (800) 766-6323 (Toll Free) Phone: (225) 216-7387 (Local)
Take Charge Plus Fee Schedule	www.lamedicaid.com , “Fee Schedules” link then “Take Charge Plus Fee Schedule” link

Louisiana Department of Health (LDH)

TYPE OF ASSISTANCE	CONTACT INFORMATION
General Medicaid Hotline	(888) 342-6207 (Toll Free)
Health Standards Section (HSS)	P.O. Box 3767 Baton Rouge, LA 70821 Phone: (225) 342-0138 Fax: (225) 342-5073
Louisiana Children’s Health Insurance Program (LaCHIP)	(225) 342-0555 (Local) (877) 252-2447 (Toll Free) http://ldh.la.gov/index.cfm/page/222
Office of Aging and Adult Services (OAAS)	P.O. Box 2031 Baton Rouge, LA 70821 Phone: (866) 758-5035 Fax: (225) 219-0202 E-mail: OAAS.Inquiries@la.gov https://ldh.la.gov/index.cfm/subhome/12

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LDH (continued)

TYPE OF ASSISTANCE	CONTACT INFORMATION
Office for Citizens with Developmental Disabilities (OCDD)	P.O. Box 3117 Baton Rouge, LA 70821 Phone: (225) 342-0095 (Local) Phone: (866) 783-5553 (Toll-free) E-mail: ocddinfo@la.gov
Take Charge Plus	P.O. Box 91030 Baton Rouge, LA 70821 Phone: (888) 342-6207
Third Party Liability (TPL) TPL Recovery, Trauma	453 Spanish Town Road Baton Rouge, LA 70802 Phone: (225) 342-1376 Fax: (225) 342-5292

Fraud Hotline

TYPE OF ASSISTANCE	CONTACT INFORMATION
To report fraud	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

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Appeals

TYPE OF ASSISTANCE	CONTACT INFORMATION
To file an appeal	Division of Administrative Law (DAL) - Louisiana Department of Health Section P.O. Box 4033 Baton Rouge, LA 70821 Phone: (225) 342-0443 (225) 219-9823 (Fax)

Other Helpful Contact Information:

TYPE OF ASSISTANCE	CONTACT INFORMATION
Centers for Medicare and Medicaid Services	www.cms.hhs.gov
Office of Population Affairs (OPA) Clearinghouse	P.O. Box 30686 Bethesda, MD 20824-0686 Phone: (866)-640-7827 Fax: (866)-592-3299 E-mail: Info@OPAClearinghouse.org
Southeasterns Transportation Inc. Transportation Call Center	(855) 325-7626
U.S. Department of Health and Human Services Sterilization and Consent Forms	http://www.hhs.gov/opa/order- publications/#pub_sterilization -pubs