

CHAPTER 1: GENERAL INFORMATION AND ADMINISTRATION**APPENDIX B: CONTACT/REFERRAL INFORMATION PAGE(S) 6****CONTACT/REFERRAL 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 (Toll Free)
Electronic Media Interchange (EDI) Electronic claims testing and assistance	P.O. Box 91025 Baton Rouge, LA 70898 Phone: (225) 216-6303 Fax: (225) 216-6335
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
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 Phone: (800) 488-6334 Fax: (225) 216-6476
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
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)

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TYPE OF ASSISTANCE	CONTACT INFORMATION
General Medicaid Information	General Hotline (888) 342-6207 (Toll Free) www.lamedicaid.com
Division of Fiscal Management – Payment Management	P.O. Box 91117 Baton Rouge, LA 70821-9117 Phone: (225) 342-4163 Fax: (225) 342-4478
Health Standards Section (HHS) Licensing Standards	P.O. Box 3767 Baton Rouge, LA 70821 Phone: (225) 342-0138 Fax: (225) 342-5073 http://new.dhh.louisiana.gov/index.cfm/newsroom/detail/1623
Long Term Care Facility Care Home and Community-Based Care	P.O. Box 91030 Baton Rouge, LA 70821-9030 Phone: (877) 456.1146 Fax: (225) 342-9508 http://dhh.louisiana.gov/index.cfm/page/234
Louisiana Children’s Health Insurance Program (LaCHIP)	(225) 342-0555 (Local) (877) 252-2447 (Toll Free) http://new.dhh.louisiana.gov/index.cfm/page/222
Medicaid /Card Questions	Toll Free: 1-800-834-3333 http://new.dhh.louisiana.gov/index.cfm/faq/category/72
MMIS Retroactive Reimbursement Unit	P.O. Box 91030 Baton Rouge, LA 70821-9030 Phone: (225) 342-1739 Toll Free: 1-866-640-3905 http://dhh.louisiana.gov/index.cfm/page/1202

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Office of Aging and Adult Services (OAAS) Waiver Assistance and Complaints	P.O. Box 2031 Baton Rouge, LA 70821-2031 Phone: (866) 758-5035 Fax: (225) 219-0202 E-mail: OAASInquiries@dhh.la.gov http://dhh.louisiana.gov/index.cfm/subhome/12/n/327
Office of Behavioral Health	P.O. Box 91030 Baton Rouge, LA 70821-9030 Phone: 225-342-2540 Fax: 225-342-1972 or 225-342-1973 Toll-free fax: 1-866-427-2148 http://www.mbhsa.org * See web MBHS website for additional contact information
Office for Citizens with Developmental Disabilities (OCDD)	P.O. Box 3117 Baton Rouge, LA 70821-3117 Phone: (225) 342-0095 (Local) Phone: (866) 783-5553 (Toll-free) E-mail: ocddinfo@la.gov http://new.dhh.louisiana.gov/index.cfm/subhome/11/n/8
OCDD – Region I - Metropolitan Human Services District (Serving Orleans, Plaquemines and St. Bernard parishes)	1010 Common Street, 5th Floor, Suite 550 New Orleans, LA 70112 Phone: (504) 599-0245 Fax: (504) 568-4660 Toll Free: 1-800-889-2975
OCDD – Region II - Capital Area Human Services District (Serving Ascension, East Baton Rouge, East Feliciana, Iberville, Pointe Coupee, West Baton Rouge and West Feliciana parishes)	4615 Government St. – Building 2, Bin#16 Baton Rouge, LA 70806 Phone: (225) 925-1910 Fax: (225) 925-7080 Toll Free: 1-800-768-8824 www.cahsd.org
OCDD – Region III - South Central Human Services Authority (Serving Assumption, Lafourche, St. Charles, St. James, St. John the Baptist, St. Mary and Terrebonne parishes)	1000 Plantation Road, Suite E Thibodaux, LA 70301 Phone: (985) 449-5167 Fax: (985) 449-5180 Toll Free: 1-800-861-0241

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OCDD – Region IV – Acadiana Area Human Service District (Serving Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, and Vermillion parishes)	302 Dulles Drive Lafayette, LA 70506-3008 Phone: (337) 262-5610 Fax: (337) 449-4761 Toll Free: 1-800-648-1484
OCDD – Region V – Imperial Calcasieu Human Services District (Serving Allen, Beauregard, Calcasieu, Cameron, and Jeff Davis parishes)	3501 Fifth Avenue, Suite C2 Lake Charles, LA 70607 Phone: (337) 475-8045 Fax: (337) 475-8055 Toll Free: 1-800-631-8810
OCDD – Region VI - Central Louisiana Human Services District (Serving Avoyelles, Catahoula, Concordia, Grant, LaSalle, Rapides, Vernon, and Winn parishes)	429 Murray Street – Suite B Alexandria, LA 71301 Phone: (318) 484-2347 Fax: (318) 484-2458 Toll Free: 1-800-640-7494
OCDD – Region VII - Northwest Louisiana Human Services District (Serving Bienville, Bossier, Caddo, Claiborne, DeSoto, Natchitoches, Red River, Sabine, and Webster parishes)	3018 Old Minden Road – Suite 1211 Bossier City, LA 71112 Phone: (318) 741-7455 Fax: (318) 741-7487 Toll Free: 1-800-862-1409
OCDD - Region VIII - Northeast Delta Human Services Authority (Serving Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, and West Carroll parishes)	122 St. John St. – Rm. 202 Monroe, LA 71201 Phone: (318) 362-3396 Fax: (318) 362-5306 Toll Free: 1-800-637-3113
OCDD – Region IX - Florida Parishes Human Services Authority (Serving Livingston, St. Helena, St. Tammany, Tangipahoa, and Washington parishes)	835 Pride Drive – Suite B Hammond, LA 70401 Phone: (985) 543-4730 Toll Free: 1-800-866-0806 www.fphsa.org

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OCDD – Region X - Jefferson Parish Human Services Authority (Serving Jefferson parish)	3610 S 1-10 Service Road Metairie, LA 70002 Phone: (504) 838-5357 Fax: (504) 838-5400
Office of Management and Finance (Bureau of Health Services Financing) - MEDICAID	P.O. Box 91030 Baton Rouge, LA 70810-9030 http://new.dhh.louisiana.gov/index.cfm/subhome/1
Provider Support Center	http://www.lamedicaid.com/provweb1/default.htm
Rate Setting and Audit Hospital Services	P.O. Box 91030 Baton Rouge, LA 70821-9030 Phone: 225-342-0127 225-342-9462
Recovery and Premium Assistance TPL Recovery, Trauma	P.O. Box 3588 Baton Rouge, LA 70821 Phone: (225) 342-8662 Fax: (225) 342-1376
Take Charge Plus	P.O. Box 91030 Baton Rouge, LA 70821 Phone: (888) 342-6207 www.MakingMedicaidBetter.com
Take Charge (Family Planning Waiver)	P.O. Box 91278 Baton Rouge, LA 70821 Phone: (888) 342-6207 Fax: (877) 523-2987 medweb@la.gov http://new.dhh.louisiana.gov/index.cfm/page/232

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://dhh.louisiana.gov/index.cfm/page/219

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TYPE OF ASSISTANCE	CONTACT INFORMATION
To file an appeal	Division of Administrative Law (DAL) - Health and Hospitals Section Post Office Box 4189 Baton Rouge, LA 70821-4189 Phone: (225) 342-0263 Fax: (225) 219-9823

Other Helpful Contact Information:

TYPE OF ASSISTANCE	CONTACT INFORMATION
Centers for Medicare and Medicaid	www.cms.hhs.gov
Excluded Parties List System (EPLS) Verification of exclusion or restriction from government funded health program	http://www.epls.gov/
Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP)	http://www.gohsep.la.gov
Health Management Systems (HMS) Third party liability collections contractor	Phone: (888) 831-2715 (214) 453-3000 http://www.hms.com/
Office of Inspector's General (OIG)	http://oig.louisiana.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
Superintendent of Documents Forms	http://www.gpo.gov/ Phone: (202) 512-1800