

# How to Locate Legacy Medicaid Services & Medical Equipment for the Home

## CAN MEDICAID HELP YOU?

### PERSONAL CARE SERVICES

Personal care services (PCS) are provided by a trained worker. They may be needed if your child has a disability, illness, or injury and needs help with things like eating, bathing, dressing or grooming. PCS **does not include** medical or nursing tasks, like giving medicine, tube feeding, or suctioning. PCS **is not a substitute** for child care.

*A physician must order this service. Personal Care Services must be prior authorized.*

### EXTENDED HOME HEALTH

Extended Home Health is home nursing care for people who need more skilled care than PCS. Home Health agencies can also provide physical, occupational and speech therapy in the home if this is medically necessary. There is no fixed limit on how many nurse visits or how long the nurse can be in the home for people under age 21.

*A physician must order this service. Extended Home Health Services must be prior authorized.*

### MEDICAL EQUIPMENT AND SUPPLIES

Children are entitled to medical supplies and equipment needed to help with physical or mental conditions. This includes lifts, wheelchairs, and other devices to help the family deal with a child's medical condition. It also includes necessary dietary or nutritional assistance, and diapers or pull-ups if they are needed because of a medical problem.

*Medical Equipment and Supplies must be prescribed by a physician and prior authorized.*

## CUSTOMER SERVICE INFORMATION FOR MEDICAID INQUIRIES:

If you are unable to locate an Extended Home Health provider or a Personal Care Services (PCS) provider, or if you have an authorization for services but are not receiving them, please call toll-free **1-888-758-2220**.

**Specialty Care Help Desk** • 1-877-455-9955

**Medicaid Eligibility Hotline** • 1-888-342-6207

**Medicaid Services Chart** • [www.ldh.la.gov/medicaidservices](http://www.ldh.la.gov/medicaidservices)

**E-mail** • [MyMedicaid@la.gov](mailto:MyMedicaid@la.gov)

**Medicaid Website** • [www.medicaid.la.gov](http://www.medicaid.la.gov)

### What if a provider is not available, or if the provider can't find staff?

If you cannot find a provider of any services you need in your area willing to submit a request, contact your support coordinator. If you do not have a support coordinator, contact Louisiana Department of Health (LDH) directly at **1-888-758-2220** and tell them you cannot find a provider. LDH will take all reasonable steps to find a willing and able provider within ten days.