

## **Important Contact Information for PSH**

### **Molina Contacts**

#### **Molina Provider Relations Department - contact person is Jennifer Rivet**

Call this number for billing inquires, requests for billing forms and requests for manuals

Phone: (800) 473-2783 or

(225) 924-5040

#### **Molina EDI (Electronic Data Interchange) Department**

This is the help desk regarding any electronic paperwork

Phone: (225) 216-6303

#### **Molina Provider Enrollment – contact person is Jennifer Rivet**

Phone: (225) 216-6370

Mail: PO Box 80159, Baton Rouge, LA 70898-0159

Web: [www.lamedicaid.com](http://www.lamedicaid.com)

#### **Molina Web Technical Support Help Desk**

Phone: (877) 598-8753

**List of Molina Field Analyst – please see the table at the end of this document**

### **Abuse and Fraud**

#### **Hotline to report adult abuse, neglect or exploitation**

Phone: (800) 898-4910

#### **Hotline to report abuse in a nursing home or group home, call DHH Health Standards**

Phone: (800) 810-1819

#### **Provider Fraud Complaints**

Phone: (800) 488-2917

#### **Recipient Fraud Complaints**

Phone: (888) 342-6207

### **Prior Authorization – SRI**

For assistance with PA denials call SRI

Phone: (225) 767-0501

**Molina Field Analyst Contact List**

FIELD ANALYST	PARISHES SERVED	
<p><b>Kellie Conforto-Hebert</b> (225) 216-6269</p>	<p>Jefferson Orleans Plaquemines St. Bernard St. John the Baptist</p>	<p>St. Helena St. Tammany Tangipahoa Washington McComb (MS)</p>
<p><b>Aubrey Landry</b> (225) 216-6306</p>	<p>Ascension Bienville Bossier Caddo Catahoula Claiborne Concordia Desoto East Baton Rouge East Feliciana Grant</p>	<p>LaSalle Livingston Natchitoches Rapides Red River Sabine Webster Winn Jasper (TX) Marshall (TX)</p>
<p><b>Pamela Watson</b> (225) 216-6273</p>	<p>Assumption Avoyelles Caldwell East Carroll Franklin Iberville Jackson Lafourche Lincoln Madison Morehouse Ouachita Point Coupee</p>	<p>Richland St. Charles St. James Tensas Terrebonne Union West Baton Rouge West Carroll West Feliciana Centerville (MS) Natchez (MS) Vicksburg (MS) Woodville (MS)</p>
<p><b>Becky Mouton</b> (225) 216-6249</p>	<p>Acadia Allen Avoyelles Beauregard Calcasieu Cameron Evangeline Iberia Jeff Davis Lafayette</p>	<p>St. Landry St. Martin St. Mary Vermillion Vernon Beaumont (TX) Out of State Providers (excluding assigned trade areas above)</p>

## My Place Louisiana Transition Coordinators' Contact Listing

Region/ Area	Name and e-mail addresses	Cell Phone numbers
1 New Orleans	Kristy Donaldson- Program Monitor <a href="mailto:Kristy.Donaldson@la.gov">Kristy.Donaldson@la.gov</a>	504-615-5217
2 Baton Rouge	Michelle Jones- Program Monitor <a href="mailto:Michelle.Jones@la.gov">Michelle.Jones@la.gov</a>	225-916-8935
3 Houma/Thibodeaux	Stephanie Ward- Program Monitor <a href="mailto:Stephanie.Ward@la.gov">Stephanie.Ward@la.gov</a>	985-226-9847
4 Lafayette	Scott Garrett- Program Monitor Supervisor for Regions 5,7 & 8 <a href="mailto:Scott.Garrett@la.gov">Scott.Garrett@la.gov</a>	337-254-6786
5 Lake Charles	Katrina Washington <a href="mailto:Katrina.Washington@la.gov">Katrina.Washington@la.gov</a>	337-302-1319
6 Alexandria	Raymond Navarro-Program Monitor <a href="mailto:Raymond.Navarro@la.gov">Raymond.Navarro@la.gov</a>	337-208-4586
7 Shreveport	Elizabeth Ersoff- Program Monitor <a href="mailto:Elizabeth.Ersoff@la.gov">Elizabeth.Ersoff@la.gov</a>	318-207-8804

8 Monroe	Evangeline Boyles- Program Monitor <a href="mailto:Evangeline.Boyles@la.gov">Evangeline.Boyles@la.gov</a>	318-237-9057
9 Covington area and the Florida Parishes	Michael Marsh- Program Monitor <a href="mailto:Michael.Marsh@la.gov">Michael.Marsh@la.gov</a>	985-273-1543