

**CHAPTER 35: PROGRAM OF ALL-INCLUSIVE CARE FOR THE ELDERLY**

**APPENDIX B: CONTACT INFORMATON**

**CONTACT INFORMATION**

<u>Office Name</u>	<u>Type of Assistance</u>	<u>Contact Information</u>
<u>Long Term Care (LTC) Access Contractor - Conduent</u>	<u>Performs the Level of Care Eligibility Tool (LOCET) and sends referrals to the PACE provider, if the caller voices an interest in PACE services</u>	<u>Long Term Care (LTC) Access Services 2900 Westfork Drive, Suite 540 Baton Rouge, LA 70827 Phone #: 877-456-1146 TDD #: 877-544-9544 Fax #: 866-246-8511</u>
<u>Office of Aging and Adult Services (OAAS) State Office</u>	<u>Provides PACE policy clarification and receives complaints regarding pace programs</u>	<u>Office of Aging and Adult Services P. O. Box 2031 Baton Rouge, LA 70821-2031 Phone #: 1.866.758.5035 Email: OAAS.Inquiries@la.gov</u>
<u>OAAS Regional Offices</u>	<u>Prepares the 142 and sends enrollment information to Medicaid; confirms that NFLOC is met; reviews requests for permanent waiver of annual recertification; reviews requests for deemed continued eligibility; and reviews involuntary disenrollment requests.</u>	<u><a href="https://ldh.la.gov/index.cfm/directory/category/141">https://ldh.la.gov/index.cfm/directory/category/141</a></u>
<u>Gainwell Technologies Provider Enrollment Unit</u>	<u>Office to contact to report changes in provider ownership, address, telephone number or account information affection electronic funds transfer</u>	<u>Gainwell Technologies Provider Enrollment Unit P.O. Box 80159 Baton Rouge, LA 70898-0159 (225) 216-6370 or (225) 924-5040  <u><a href="http://www.lamedicaid.com/provweb1/Provider_Enrollment/ProviderEnrollmentIndex.htm">http://www.lamedicaid.com/provweb1/Provider_Enrollment/ProviderEnrollmentIndex.htm</a></u></u>

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<p><u>Gainwell Technologies Provider Relations Unit</u></p>	<p><u>Office to contact to obtain assistance with questions regarding billing information and billing sues</u></p>	<p><u>Gainwell Technologies Provider Relations Unit P.O. Box 91024 Baton Rouge, LA 70821 1-800-473-2783 or (225) 924-5040</u></p> <p><u><a href="http://www.lamedicaid.com/provweb1/Provider%20Support/provider%20support%20index.htm">http://www.lamedicaid.com/provweb1/ Provider Support/provider support index.htm</a></u></p>
<p><u>Division of Administrative Law (DAL) - Louisiana Department of Health Section</u></p>	<p><u>Office to contact to request a Medicaid appeal hearing</u></p>	<p><u>Division of Administrative Law (DAL) – LDH Section Post Office Box 4189 Baton Rouge, LA 70821-4189</u></p> <p><u>Physical: 1020 Florida Street Baton Rouge, LA 70802</u></p> <p><u>Phone #: (225) 342-5800 Fax #: (225) 219-9823</u></p> <p><u><a href="https://www.adminlaw.state.la.us/">https://www.adminlaw.state.la.us/</a></u></p>
<p><u>LDH - Health Standards Section (HSS)</u></p>	<p><u>Office to contact to report changes that affect provider license (e.g. address change, change of ownership, etc.)</u></p> <p><u>Office to contact when providers wish to request an informal hearing as the result of a provider’s receipt of a statement of deficient practice or file a complaint against a provider by a participant</u></p>	<p><u>Health Standards Section P. O. Box 3767 Baton Rouge, LA 70821 Phone #: 1-800-660-0488</u></p>
<p><u>Medicaid Program Integrity</u></p>	<p><u>Office to contact to report Medicaid fraud</u></p>	<p><u>Provider Fraud Hotline #: 1-800-488-2917 Recipient Fraud Hotline #: 1-888-342-6207 Provider Fraud Fax #: (225) 216-6129 Recipient Fraud Fax #: (225) 389-2610</u></p> <p><u><a href="http://new.dhh.louisiana.gov/index.cfm/page/219">http://new.dhh.louisiana.gov/index.cfm/page/219</a></u></p>

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<p><u>Adult Protective Services (APS)</u></p>	<p><u>Office to contact to report suspected cases of abuse, neglect, exploitation or extortion of adults ages 18-59 and emancipated minors</u></p>	<p><u>1-800-898-4910</u></p>
<p><u>Elderly Protective Services (EPS)</u></p>	<p><u>Office to contact to report suspected cases of abuse, neglect, exploitation or extortion involving adults age 60 and older</u></p>	<p><u>1-833-577-6532</u></p>