**CONTACT INFORMATION**

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| **OFFICE NAME** | **TYPE OF ASSISTANCE** | **CONTACT INFORMATION** |
| OAASState Office | Provides waiver assistance, clarification of waiver services, receives complaints regarding waiver services | Office of Aging and Adult ServicesP. O. Box 2031, Bin #14Baton Rouge, LA 70821-20311-866-758-5035 |
| OAASRegional Offices | Reviews and provides approval of waiver services, monitors support coordination services and offers providers technical assistance | <http://ldh.la.gov/index.cfm/directory/category/141> |
|  Gainwell Technologies Provider Enrollment Unit | Office to contact to report changes in agency ownership, address, telephone number or account information affection electronic funds transfer | Gainwell TechnologiesProvider Enrollment Unit P. O. Box 80159 Baton Rouge, LA 70898-0159 (225) 216-6370 or (225) 924-5040<http://www.lamedicaid.com/provweb1/Provider_Enrollment/ProviderEnrollmentIndex.htm> |
|  Gainwell Technologies Provider Relations Unit | Office to contact to obtain assistance with questions regarding billing information and billing issues | Gainwell Technologies Provider Relations Unit P. O. Box 91024 Baton Rouge, LA 70821 1-800-473-2783 or (225) 924-5040<http://www.lamedicaid.com/provweb1/Provider_Support/provider_supportindex.htm> |
| Statistical Resources, Inc. (SRI) | Agency to contact regarding LaSRS, EVV, and PA Billing Issues | 11505 Perkins RoadSuite #HBaton Rouge, LA 70810(225) 767-0501 |
| Division of Administrative Law-LDH Section | Office to contact torequest an appeal hearing | Division of Administrative Law 1020 Florida StreetPost Office Box 44033Baton Rouge, LA 70802Phone: (225) 342-1800Fax: (225) 342-1813[h](http://www.adminlaw.state.la.us/HH.htm)t[tp://www.adminlaw.state.la.us](http://www.adminlaw.state.la.us/HH.htm) |
| LDH Health Standards Section | Office to contact to report changes that affect provider license (e.g. Address Change, Change of Ownership, etc.)Office to contact when providers wish to request an informal hearing as the result of provider’s receipt of a statement of deficient practice or file a complaint against a provider by a beneficiary. a monitoring corrective action report or file a complaint against a provider agency | Health Standards SectionP.O. Box 3767Baton Rouge, LA 708211-800-660-0488 |
| Medicaid Program Integrity | Office to contact to report Medicaid fraud | Provider Fraud Hotline# 1-800-488-2917Beneficiary Fraud Hotline# 1-888-342-6207Provider Fraud Fax: (225) 216-6129Beneficiary Fraud Fax: (225) 389-2610<http://ldh.la.gov/index.cfm/page/219> |
| Adult Protective Services | Office to contact to report suspected cases of abuse, neglect, exploitation or extortion of adults ages 18-59 and emancipated minors | 1-800-898-4910 |
| Elderly Protective Services | Office to contact to report suspected cases of abuse, neglect, exploitation or extortion involving adults age 60 and older | 1-833-577-6532 |
| Myers and Stauffer LC | Information about filing cost reports | https://myersandstauffer.com/client-portal/louisiana/ |
| Adult Day Health Care Resources | Resources containing provider training and/or cost report training | <http://ldh.la.gov/index.cfm/newsroom/detail/1573> |
| Healthy Louisiana (Medicaid Managed Care Organizations) | Healthy Louisiana (previously called Bayou Health) is the way most of Louisiana's Medicaid and LaCHIP beneficiaries receive health care services. In Healthy Louisiana, Medicaid beneficiaries enroll in a Health Plan | <http://ldh.la.gov/index.cfm/subhome/6> |
| LDH – Medicaid Rate Setting and Audit Section  | Agency to call about provider rate methodologies, cost reports, audits, and cost settlements | https://ldh.la.gov/page/rate-audithomepage 225-342-6116 |