**CONTACT INFORMATION**

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| **OFFICE NAME** | **TYPE OF ASSISTANCE** | **CONTACT INFORMATION** |
| OAAS  State Office | Provides waiver assistance, clarification of waiver services, receives complaints regarding waiver services | Office of Aging and Adult Services  P. O. Box 2031, Bin #14  Baton Rouge, LA 70821-2031  1-866-758-5035 |
| OAAS  Regional 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 Technologies  Provider 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 Road  Suite #H  Baton Rouge, LA 70810  (225) 767-0501 |
| Division of Administrative Law-LDH Section | Office to contact to  request an appeal hearing | Division of Administrative Law  1020 Florida Street  Post Office Box 44033  Baton Rouge, LA 70802  Phone: (225) 342-1800  Fax: (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 Section  P.O. Box 3767  Baton Rouge, LA 70821  1-800-660-0488 |
| Medicaid Program Integrity | Office to contact to report Medicaid fraud | Provider Fraud Hotline# 1-800-488-2917  Beneficiary Fraud Hotline# 1-888-342-6207  Provider Fraud Fax: (225) 216-6129  Beneficiary 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 |