

E-Single Point of Entry (SPOE) Process for Request for Services Registry (RFSR) for Waiver Services

E-100 Overview

Waiver programs are accessed through the Single Point of Entry (SPOE) contractor. To request services through the Louisiana Department of Health (LDH) Office of Aging and Adult Services (OAAS), the applicant or their caregiver may call the Louisiana Options in Long-Term Care Hotline at 1-877-456-1146 or submit a request using the following online form: <http://new.dhh.louisiana.gov/index.cfm/form/15>.

If services are being requested on behalf of someone else, the person's name, physical/home address and Medicaid number (if applicable) will be necessary when applying. When criteria is met, the individual's name is placed on request for services registry (RFSR) until a waiver offer is made available.