



State of Louisiana
Louisiana Department of Health
Office of Aging Adult Services

MEMORANDUM

OAAS-SC-24-019

TO: Office of Aging and Adult Services (OAAS) Support Coordination Agencies (SCAs)

FROM: Theresa Forrester *Theresa Forrester*
Program Operations Director

DATE: November 7, 2024

SUBJECT: OAAS Support Coordination Agency (SCA) Brochure Requirements

OAAS Support Coordination Agencies (SCAs) are required to maintain current, updated brochures which detail the agency's experience providing support coordination services for prospective participants. These brochures must be approved by OAAS in writing and include the following information:

- That each participant has the freedom of choice to choose their providers which does not affect eligibility for services;
- That a participant may contact OAAS' Help Line for information or questions regarding OAAS programs;
- Phone number for the OAAS Help Line;
- Phone number(s) for the applicable OAAS Regional Office(s)(ROs);
- The LDH Health Standards Section (HSS) complaint line for submitting complaints against Support Coordinators (SCs), SCAs and Direct Service Providers (DSPs); and
- The agency's description, service(s) provided, current address and local and toll-free number.

SCAs must provide an adequate supply of OAAS approved brochures to OAAS or its designee to ensure individuals have sufficient information to make an informed choice. Details regarding SCA brochure requirements are outlined in the Louisiana Administrative Code (LAC) 50:Part XXI.Home and Community-Based Services Waivers; Subpart 1. General Provisions; Chapter 5. Support Coordination

Standards for Participation for OAAS Waiver Programs §521. Organizational Communication and the Louisiana Medicaid Community Choices Waiver (CCW) Provider Manual.

For questions regarding brochure requirements or requests for brochure approval, please contact Cheryl Brown at Cheryl.dickerson@la.gov or at 225-427-7979.

c: OAAS Regional Offices
LDH Medicaid Program Supports and Waivers (MPSW)
Statistical Resources, Inc. (SRI)