

CHAPTER 16: DENTAL SERVICES**APPENDIX J: FREQUENT CONTACT INFORMATION****PAGE(S) 3****CONTACT INFORMATION****DXC Gainwell Technologies**

The Medicaid Program's fiscal intermediary, DXC Gainwell Technologies can be contacted for assistance with the following:

TYPE OF ASSISTANCE	CONTACT INFORMATION
e-CDI technical support	<u>DXC Gainwell Technologies</u> Phone: (877) 598-8753 (Toll Free)
Electronic Data Interchange (EDI) Electronic Claims testing and assistance	P.O. Box 91025 Baton Rouge, LA 70898 Phone: (225) 216-6000 Fax: (225) 216-6335
Pre-Certification Unit (Hospital) Pre-certification issues and forms	P.O. Box 14849 Baton Rouge, LA 70809-4849 Phone: (800) 877-0666 Fax: (800) 717-4329
Pharmacy Point of Sale (POS)	P.O. Box 91019 Baton Rouge, LA 70821 Phone: (800) 648-0790 (Toll Free) Phone: (225) 216-6381 (Local) <i>*After hours, please call REVS</i>
Prior Authorization Unit (PAU)	<u>DXC Gainwell Technologies</u> – Prior Authorization P.O. Box 14919 Baton Rouge, LA 70898-4919 Phone: (800) 488-6334
Provider Enrollment Unit (PEU)	<u>DXC Gainwell Technologies</u> – Provider Enrollment P. O. Box 80159 Baton Rouge, LA 70898-0159 Phone: (225) 216-6370 Fax: (225) 216-6392
Provider Relations Unit (PR)	<u>GainwellDXC Technologies</u> – Provider Relations Unit P. O. Box 91024 Baton Rouge, LA 70821 Phone: (225) 924-5040 or (800) 473-2783 Fax: (225) 216-6334
Recipient Eligibility Verification (REVS)	Phone: (800) 766-6323 (Toll Free) Phone: (225) 216-7387 (Local)

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Louisiana Department of Health (LDH)

TYPE OF ASSISTANCE	CONTACT INFORMATION
General Medicaid Hotline	Phone: (888) 342-6207 (Toll Free)
Health Standards Section (HHS)	P.O. Box 3767 Baton Rouge, LA 70821 Phone: (225) 342-0128 Fax: (225) 5292
Louisiana Children's Health Insurance Program (LaCHIP)	Phone: (225) 342-0555 (Local) Phone: (877) 252-2447 (Toll Free) http://ldh.la.gov/index.cfm/page/222
Office of Aging and Adult Services (OAAS)	P.O. Box 2031 Baton Rouge, LA 70821 Phone: (866) 758-5038 Fax: (225) 219-0202 E-mail: OAAS.Inquiries@la.gov http://ldh.la.gov/index.cfm/subhome/12
Office for Citizens with Developmental Disabilities (OCDD)	628 N. Fourth Street Baton Rouge, LA 70802 Phone: (225) 342-0095 (Local) Phone: (866) 783-5553 (Toll-free) E-mail: ocddinfo@la.gov
Governor's Office of Homeland Security and Emergency Preparedness (GOSHEP)	https://gohsep.la.gov/
Rate Setting and Audit Hospital Services	P.O. Box 91030 Baton Rouge, LA 70821 Phone: 225-342-0127 225-342-9462
Recipient Assistance for Authorized Services	Phone: (888) 342-6207 (Toll Free)
Recovery and Premium Assistance TPL Recovery, Trauma	P.O. Box 3588 Baton Rouge, LA 70821 Phone: (225) 342-1376 Fax: (225) 342-5292

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Fraud hotline

TYPE OF ASSISTANCE	CONTACT INFORMATION
To report fraud	Program Integrity (PI) Section P.O. Box 91030 Baton Rouge, LA 70821-9030 Fraud and Abuse Hotline: (800) 488-2917 Fax: (225) 219-4155 http://ldh.la.gov/index.cfm/page/219

Appeals

TYPE OF ASSISTANCE	CONTACT INFORMATION
To file an appeal	Division of Administrative Law (DAL) - Health and Hospitals Section Post Office Box 4189 Baton Rouge, LA 70821-4189 Phone: (225) 342-0443 Fax: (225) 219-9823

Other Helpful Contact Information

TYPE OF ASSISTANCE	CONTACT INFORMATION
American Dental Association	211 East Chicago Ave. Chicago, IL 60611-2678 Phone: (312) 440-2500 www.ada.org
Centers for Medicare and Medicaid Services Place for Service Codes	www.cms.hhs.gov http://www.cms.gov/Medicare/Coding/place-of-service-codes/index.html
LDH Medicaid Dental Prior Authorization Unit Program Dental Prior Authorization ONLY	P.O. Box 91030 Baton Rouge, LA 70821-9030 Phone: (225) 342-7476 (Local) Fax: (225) 389-8109