



September 2, 2016

## Important Information for Waiver Recipients in Self-Direction

The state has been using ACUMEN as its fiscal agent for waiver recipients in self-direction, but a new fiscal agent, PALCO, will soon take over. PALCO recently sent all those self-directing their waiver services a welcome letter and enrollment packet of forms to be completed and returned by September 12, 2016.

Due to the recent flooding, the Louisiana Department of Health has reduced the number of forms that must be completed and returned by September 12th. All waiver recipients in self-direction have been sent another letter with the new reduced list of required forms and a number to call **if recipients think they will have trouble meeting the deadline** or have questions completing any of the forms. The number is 866-710-0456.

Read the letter [here](#).