# Louisiana Self-Verification Guide: Detecting Possible Misuse of Benefits and Services in Your Name (Parents & Caregivers)

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# Louisiana Self-Verification Guide

## Detecting Possible Misuse of Benefits and Services in Your Name (Parents, Caregivers, and Guardians)

**Prepared by:** Tocsin Data

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*Purpose: This document provides a Louisiana-specific, legally safe pathway for parents, caregivers, and guardians to verify whether public benefits or services were billed, paid, or claimed using their own identity or that of a dependent, and outlines official steps to take when discrepancies are identified.*

# Introduction

Reports on social media and in news coverage sometimes describe situations in which services appear to have been billed, reimbursed, or funded in a person's name—or a child's name—without the individual's knowledge or consent. In Louisiana, there is **no centralized public database** that allows a name-based search across all benefit programs.

Instead, records are maintained separately by each administering agency, under state and federal confidentiality rules. The practical solution is **self-verification**: reviewing official records you are entitled to access as a parent/guardian, and escalating concerns through official complaint and fraud reporting channels when warranted.

## Scope and limitations

- This guide identifies where official records exist and how to request them.
- This guide does not allege wrongdoing by any provider or individual.
- Verification outcomes depend on case-specific facts and agency rules.

# Section 1 — Licensed Child Care Verification (Louisiana Department of Education)

Louisiana provides an official “School and Center Finder” that includes early childhood centers. Provider pages may include inspection information and related public details.

## 1.1 Official provider search (public)

Louisiana School and Center Finder (official search portal):
https://louisianaschools.com/ **[1]**

## 1.2 Inspection information (official provider pages)

Provider pages in the School and Center Finder can display inspection history (example inspection page):
https://louisianaschools.com/schools/KDS001/Inspections **[2]**

# Section 2 — Child Care Assistance Program (CCAP) and Subsidy Payments (Louisiana Department of Education)

Louisiana administers CCAP through the Louisiana Department of Education (LDOE). Families can apply, upload documents, report changes, and check case status through the official Louisiana CAFÉ system. **[3]**

## 2.1 Official CCAP family guidance (LDOE)

LDOE CCAP family page:
https://doe.louisiana.gov/families-and-students/early-childhood-families/child-care-assistance-program-%28ccap%29 **[3]**

## 2.2 Official CAFÉ CCAP customer portal (apply/manage)

Louisiana CAFÉ CCAP Customer Portal (LDOE):
https://cafe-cp.doe.louisiana.gov/edselfservice/ **[4]**

## 2.3 Publicly funded CCAP provider reference (LDOE)

LDOE CCAP provider participation reference (publicly-funded providers page):
https://doe.louisiana.gov/early-childhood/publicly-funded-providers/ccap-providers **[5]**

## 2.4 What parents/guardians should review

- **Eligibility and authorization notices** (approved provider, dates, and any copayment / family share).
- **Provider identity and inspection information** using the official School and Center Finder (Section 1). **[1][2]**
- **Dates of care** and any mismatch between attendance and what you believe was billed/paid.
- **Case status / changes** in CAFÉ (uploads, changes, notices). **[4]**

# Section 3 — Health Coverage Claims (Louisiana Medicaid)

Health services billed under Louisiana Medicaid generate formal claims records. These records are the primary source for verifying whether services were billed in your name or your child's name.

## 3.1 Louisiana Medicaid fraud reporting and forms (official LDH)

Louisiana Department of Health (LDH) — Medicaid Reporting Fraud (includes phone, email, and digital forms):
https://ldh.la.gov/medicaid/reporting-fraud **[6]**

Short excerpt (official): "Provider fraud complaints: 1-800-488-2917 … Beneficiary fraud complaints: 1-833-920-1773." **[6]**

## 3.2 What to check

- Dates of service (were you/your child present?).
- Provider names and locations you recognize (or do not recognize).
- Repeated claims after eligibility ended, or after provider changes.

## 3.3 If you find a claim you believe is incorrect

- Request claim details and dispute steps through your plan/member services (as applicable).
- Consider reporting suspected Medicaid fraud via LDH (Section 5). **[6]**

# Section 4 — Public Records Requests (Louisiana Public Records Law)

Louisiana public records access is governed by the Louisiana Public Records Law (Title 44). Personal case information involving minors or medical services may be confidential; however, you can request records you are legally entitled to as a parent/guardian and request an agency explanation of what can be disclosed.

## 4.1 Statute reference (Louisiana Legislature)

Louisiana Revised Statutes Title 44 — Public Records and Recorders (example statute page: La. R.S. 44:1):
https://www.legis.la.gov/legis/Law.aspx?d=99632 **[7]**

## 4.2 Summary guidance (Louisiana Legislative Auditor)

Louisiana Legislative Auditor — Public Records Law summary guidance:
https://www.lla.state.la.us/go/publicrecordslaw **[8]**

## 4.3 Example state agency request instructions (Division of Administration)

Louisiana Division of Administration — Public Records Request instructions (email/fax/mail):
https://www.doa.la.gov/doa/ogc/public-records-request/ **[9]**

Short excerpt (submission methods): “Email … Fax … U.S. Mail …” **[9]**

## 4.4 Recommended records request structure (practical)

1. Identify yourself as the parent/guardian and specify the dependent(s) involved.
2. Specify the program (CCAP, Medicaid, etc.), provider name, and date range.
3. Request “records sufficient to show” payments/claims made on behalf of your dependent for that period.
4. Ask for a written explanation of any confidentiality limitations or redactions applied.

# Section 5 — Reporting Suspected Fraud (Louisiana Official Channels)

Louisiana provides official reporting channels for suspected Medicaid fraud and other misuse categories. Preserve your documents first (letters, notices, attendance records, claim summaries, dates).

## 5.1 Louisiana Medicaid (LDH) — report fraud

LDH Medicaid fraud reporting page (phone/email/forms):
https://ldh.la.gov/medicaid/reporting-fraud **[6]**

## 5.2 Louisiana Department of Health — general fraud reporting (program misuse categories)

LDH “Report Fraud” page (includes contact options for reporting misuse for certain benefit programs):
https://ldh.la.gov/page/report-fraud **[10]**

## Section 6 — Public “Red Flag” Patterns (For Awareness Only)

The following markers do not prove misconduct, but they can help families know when to verify records or request clarification:

- **Date mismatch:** claims/payments on days the child was not in care or not receiving the service.
- **Provider mismatch:** provider listed that the family never used.
- **Duration mismatch:** billing continues after termination/withdrawal.
- **Authorization mismatch:** billed hours exceed authorized hours.
- **Identity mismatch:** communications or records referencing a child/dependent you do not recognize.

# Appendix A — Official Louisiana Resources

1. **Louisiana School and Center Finder (official search):** https://louisianaschools.com/ **[1]**
2. **School and Center Finder — Inspection example page:** https://louisianaschools.com/schools/KDS001/Inspections **[2]**
3. **LDOE CCAP (Families):** https://doe.louisiana.gov/families-and-students/early-childhood-families/child-care-assistance-program-%28ccap%29 **[3]**
4. **Louisiana CAFÉ CCAP Customer Portal (LDOE):** https://cafe-cp.doe.louisiana.gov/edselfservice/ **[4]**
5. **LDOE CCAP Providers (publicly-funded providers reference):** https://doe.louisiana.gov/early-childhood/publicly-funded-providers/ccap-providers **[5]**
6. **LDH Medicaid — Reporting Fraud (phones/forms):** https://ldh.la.gov/medicaid/reporting-fraud **[6]**
7. **Louisiana Legislature — La. R.S. 44:1 (Public Records):** https://www.legis.la.gov/legis/Law.aspx?d=99632 **[7]**
8. **Louisiana Legislative Auditor — Public Records Law summary:** https://www.lla.state.la.us/go/publicrecordslaw **[8]**
9. **Louisiana Division of Administration — Public Records Request:** https://www.doa.la.gov/doa/ogc/public-records-request/ **[9]**
10. **LDH — Report Fraud (general):** https://ldh.la.gov/page/report-fraud **[10]**

# Appendix B — Selected Legal and Policy References (Short Excerpts)

## B.1 Louisiana Public Records Law (Title 44) — official references

Louisiana Legislative Auditor provides summary guidance for Louisiana's Public Records Law. **[8]**

Louisiana Legislature statute reference is available via La. R.S. 44:1 (definitions and scope) and related Title 44 provisions. **[7]**

## B.2 Federal CCDF confidentiality (45 CFR Part 98)

Federal CCDF rules include confidentiality requirements for personally identifiable information. eCFR reference:
https://www.ecfr.gov/current/title-45/subtitle-A/subchapter-A/part-98/subpart-B/section-98.15 **[11]**

Short excerpt (confidentiality clause as commonly cited): "policies to govern the use and disclosure of confidential and personally identifiable information …" **[12]**

# References (Citation List)


1. [1] Louisiana Department of Education. “Louisiana School and Center Finder.” https://louisianaschools.com/
2. [2] Louisiana Department of Education. “School/Center Inspection Page (example).” https://louisianaschools.com/schools/KDS001/Inspections
3. [3] Louisiana Department of Education. “Child Care Assistance Program (CCAP) — Families.” https://doe.louisiana.gov/families-and-students/early-childhood-families/child-care-assistance-program-%28ccap%29
4. [4] Louisiana Department of Education. “CAFÉ CCAP Customer Portal.” https://cafe-cp.doe.louisiana.gov/edselfservice/
5. [5] Louisiana Department of Education. “CCAP Providers (Publicly-Funded Providers).” https://doe.louisiana.gov/early-childhood/publicly-funded-providers/ccap-providers
6. [6] Louisiana Department of Health. “Reporting Fraud (Medicaid).” https://ldh.la.gov/medicaid/reporting-fraud
7. [7] Louisiana State Legislature. “La. R.S. 44:1 — Public Records (definitions).” https://www.legis.la.gov/legis/Law.aspx?d=99632
8. [8] Louisiana Legislative Auditor. “Public Records Law (summary guidance).” https://www.lla.state.la.us/go/publicrecordslaw
9. [9] Louisiana Division of Administration (Office of General Counsel). “Public Records Request.” https://www.doa.la.gov/doa/ogc/public-records-request/
10. [10] Louisiana Department of Health. “Report Fraud.” https://ldh.la.gov/page/report-fraud
11. [11] eCFR. “45 CFR § 98.15 — Assurances and certifications.” https://www.ecfr.gov/current/title-45/subtitle-A/subchapter-A/part-98/subpart-B/section-98.15
12. [12] Legal Information Institute (Cornell Law School). “45 CFR § 98.15.” https://www.law.cornell.edu/cfr/text/45/98.15

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