

**SECTION 5**  
**ADMINISTRATIVE SERVICES**

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## SECTION 5 ADMINISTRATIVE SERVICES

### GENERAL INFORMATION

#### ADMINISTRATION

The Department of Health and Human Services (DHHS) administers the South Carolina Medicaid Program. This section outlines the available resources for Medicaid providers.

#### CORRESPONDENCE AND INQUIRIES

All correspondence to the Medicaid administrative staff should be directed to:

Physician Services  
Department of Health and Human Services  
Post Office Box 8206  
Columbia, SC 29202-8206  
(803) 898-2660

Correspondence concerning specific policy and procedural problems must be directed to the appropriate program manager. Inquiries concerning specific claims should also be directed to the appropriate program manager, but only after corrections have been made on rejected claims and all claims filing requirements have been met. Medicaid Provider Inquiry (DHHS Form 140) may be used to check the status on outstanding claims. (See the sample form in the Forms section of this manual.) Always include the provider's Medicaid number, the beneficiary's Medicaid number, and the date of service when requesting the status of outstanding claims. **Allow 45 days from the submission date before requesting the status of the claim.**

Questions concerning beneficiary eligibility or identification numbers should be directed to the SCDHHS county office in the beneficiary's county of residence. Beneficiaries who have questions regarding specific coverage issues should be referred to the appropriate staff of their county SCDHHS office for assistance. To verify eligibility status, please use the South Carolina Medicaid Web-based Claims Submission Tool (Web Tool). For information on the Web Tool, please contact the SCDHHS Medicaid Provider Service Center at 1-888-289-0709.

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**SECTION 5 ADMINISTRATIVE SERVICES****PROCUREMENT  
OF FORMS**

The Department of Health and Human Services will not supply the CMS-1500 claim form (08/05 version) to providers. Providers should purchase the form in its approved format from the private vendor of their choice. Examples of vendors who supply the form are listed below. This list should not be viewed as an endorsement of these vendors by SCDHHS.

**REPRODUCIBLE  
NEGATIVES**

Government Printing Office  
Room C-836  
Building Three  
Washington, DC 20401  
(202) 275-1189

**SOFTWARE**

Attn: Orders Department  
American Medical Association  
Post Office Box 10946  
Chicago, IL 60610

**HARD COPY CLAIM FORMS**

Government Printing Office  
Superintendent of Documents  
Post Office Box 371954  
Pittsburgh, PA 15250-7954  
(202) 512-1800  
Fax: (202) 512-2250  
Web site orders: <http://bookstore.gpo.gov>

**PRIVATE VENDORS**

Moore Wallace  
1210 Key Road  
Columbia, SC 29201  
(803) 576-1302

Physicians' Record Company  
3000 S. Ridgeland Ave.  
Berwyn, IL 60402-0724  
(800) 323-9268 (toll free)  
Fax: (708) 749-0171

**SECTION 5 ADMINISTRATIVE SERVICES****PROCUREMENT OF FORMS****PRIVATE  
(CONT'D.)****VENDORS**

Standard Register Company  
140 Stoneridge Drive, Suite 380  
Columbia, SC 29210  
(803) 256-0004  
Fax: (803) 256-1602

**FAX REQUESTS**

A provider may request the following forms via fax number (803) 898-4528:

1. Confidential Medicaid Complaint (Form 126)
2. Medicaid Provider Inquiry (Form 140)
3. Request for Medicaid Forms (142)
4. Medicaid Refund Check Remittance (Form 205)

Copies of these and other forms are also available in the Forms section of this manual.

**WEB ADDRESS**

The most current version of this manual is available on the DHHS Web site at <http://www.scdhhs.gov/>.

To order a paper or CD version of this manual, please contact Medicaid Provider Enrollment and Education at 1-888-289-0709. From the Main Menu, select option 4 for the Provider Enrollment and Education Menu, and then select option 3 to request a provider manual. Charges for printed manuals are based on actual costs of printing and mailing.

## SECTION 5 ADMINISTRATIVE SERVICES

### DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

County	Telephone No.	Address
1. Abbeville County	(864) 366-5638	Medicaid Eligibility Abbeville County DHHS Human Services Building 903 W. Greenwood St. Abbeville, SC 29620-5678  Post Office Box 130 Abbeville, SC 29620-0130
2. Aiken County	(803) 643-1938	Medicaid Eligibility Aiken County DHHS 1410 Park Ave. S.E. Aiken, SC 29801-4776  Toll Free: 1-888-866-8852 Post Office Box 2748 Aiken, SC 29802 -2748
3. Allendale County	(803) 584-8137	Medicaid Eligibility Allendale County DHHS 521 Barnwell Road. Allendale, SC 29810  Post Office Box 326 Allendale, SC 29810
4. Anderson County	(864) 260-4541	Medicaid Eligibility Anderson County DHHS 224 McGee Rd. Anderson, SC 29625  Post Office Box 160 Anderson, SC 29622-0160

## SECTION 5 ADMINISTRATIVE SERVICES

### DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

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|--------------------|----------------|---|
| 5. Bamberg County  | (803) 245-3932 | <p>Medicaid Eligibility<br/>Bamberg County DHHS<br/>374 Log Branch Rd.<br/>Bamberg, SC 29003</p> <p>Post Office Box 544<br/>Bamberg, SC 29003</p>   |
| 6. Barnwell County | (803) 541-3825 | <p>Medicaid Eligibility<br/>Barnwell County DHHS<br/>10913 Ellenton Street<br/>Barnwell, SC 29812</p> <p>Post Office Box 648<br/>Barnwell, SC 29812</p>   |
| 7. Beaufort County | (843) 255-6080 | <p>Medicaid Eligibility<br/>Beaufort County DHHS<br/>1905 Duke St.<br/>Beaufort, SC 29902-4403</p> <p>Post Office Box 1255<br/>Beaufort, SC 29901-1255</p>  |
| 8. Berkeley County | (843) 719-1170 | <p>Medicaid Eligibility<br/>Berkeley County DSS<br/>2 Belt Dr.<br/>Moncks Corner, SC 29461-2801</p> <p>Toll Free:<br/>1-800-249-8751</p> <p>Post Office Box 13748<br/>Charleston, SC 29422-3748</p> |
| 9. Calhoun County  | (803) 874-3384 | <p>Medicaid Eligibility<br/>Calhoun County DHHS<br/>2831 Old Belleville Rd.<br/>St. Matthews, SC 29135</p> <p>Post Office Box 378<br/>St. Matthews, SC 29135</p>                                    |

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| <b>10. Charleston County</b>   | (843) 740-5900 | Medicaid Eligibility<br>Charleston County DHHS<br>326 Calhoun St.<br>Charleston, SC 29401-1124<br><br>Toll Free:<br>1-800-249-8751  | Post Office Box 13748<br>Charleston, SC 29422-3748 |
| <b>11. Cherokee County</b>     | (864) 487-2521 | Medicaid Eligibility<br>Cherokee County DHHS<br>1434 N. Limestone St.<br>Gaffney, SC 29340-4734<br><br>Post Office Box 89<br>Gaffney, SC 29342                            |  |
| <b>12. Chester County</b>      | (803) 377-8135 | Medicaid Eligibility<br>Chester County DHHS<br>115 Reedy St.<br>Chester, SC 29706   |  |
| <b>13. Chesterfield County</b> | (843) 623-5226 | Medicaid Eligibility<br>Chesterfield County DHHS<br>201 N. Page St.<br>Chesterfield, SC 29709 -1201<br><br>Post Office Box 855<br>Chesterfield, SC 29709 - 0855           |  |
| <b>14. Clarendon County</b>    | (803) 435-4305 | Medicaid Eligibility<br>Clarendon County DSS<br>3 S. Church St.<br>Manning, SC 29102<br><br>Post Office Box 788<br>Manning, SC 29102                                      |  |
| <b>15. Colleton County</b>     | (843) 549-1894 | Medicaid Eligibility<br>Colleton County DHHS<br>Bernard Warshaw Building<br>215 S. Lemacks St.<br>Walterboro, SC 29488<br><br>Post Office Box 110<br>Walterboro, SC 29488 |  |

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### DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

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| <b>16. Darlington County</b> | (843) 398-4427                                 | <p>Medicaid Eligibility<br/>           Darlington County DHHS<br/>           300 Russell St., Room 145<br/>           Darlington, SC 29532 -3340</p> <p>Post Office Box 2077<br/>           Darlington, SC 29540 -2077</p> |
|                              | (843) 332-2289                                 | <p>404 S. Fourth St., Suite 300<br/>           Hartsville, SC 29550 - 5718</p>   |
| <b>17. Dillon County</b>     | (843) 774-2713                                 | <p>Medicaid Eligibility<br/>           Dillon County DHHS<br/>           1213 Highway 34 W.<br/>           Dillon, SC 29536 - 8141</p> <p>Post Office Box 351<br/>           Dillon, SC 29536 - 0351</p>                   |
| <b>18. Dorchester County</b> | (843) 821-0444<br>Toll Free:<br>1-800-249-8751 | <p>Medicaid Eligibility<br/>           Dorchester County DSS<br/>           216 Orangeburg Rd<br/>           Summerville, SC 29483-8945</p> <p>Post Office Box 13748<br/>           Charleston, SC 29422-3748</p>          |
| <b>19. Edgefield County</b>  | (803) 637-4040                                 | <p>Medicaid Eligibility<br/>           Edgefield County DHHS<br/>           120 W. A. Reel Dr.<br/>           Edgefield, SC 29824-1607</p> <p>Post Office Box 386<br/>           Edgefield, SC 29824 - 0386</p>            |
| <b>20. Fairfield County</b>  | (803) 589-8035                                 | <p>Medicaid Eligibility<br/>           Fairfield County DHHS<br/>           1136 Kincaid Bridge Rd.<br/>           Winnsboro, SC 29180-7116</p> <p>Post Office Box 1139<br/>           Winnsboro, SC 29180-5139</p>        |

**SECTION 5 ADMINISTRATIVE SERVICES****DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES**

- 21. Florence County** (843) 673-1761 Medicaid Eligibility  
Florence County DHHS  
2685 S. Irby St., Box I  
Florence, SC 29505 - 3440
- (843) 394-8575 345 S. Ron McNair Blvd  
Lake City, SC 29560 -3434
- 22. Georgetown County** (843) 546-5134 Medicaid Eligibility  
Georgetown County DSS  
330 Dozier St.  
Georgetown, SC 29440-3219
- Post Office Box 371  
Georgetown, SC 29442
- 23. Greenville County** (864) 467-7926 Medicaid Eligibility  
Greenville County DSS  
301 University Ridge, Suite 6700  
Greenville, SC 29601
- Post Office Box 9399  
Greenville, SC 29604-9399
- 24. Greenwood County** (864) 229-5258 Medicaid Eligibility  
Greenwood County DHHS  
1118 Phoenix St.  
Greenwood, SC 29646-3918
- Post Office Box 1016  
Greenwood, SC 29648 - 1016
- 25. Hampton County** (803) 914-0053 Medicaid Eligibility  
Hampton County DHHS  
102 Ginn Altman Ave., Suite B  
Hampton, SC 29924
- Post Office Box 693  
Hampton, SC 29924

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| <b>26. Horry County</b>     | (843) 381-8260 | Medicaid Eligibility<br>Horry County DHHS<br>1601 11 <sup>th</sup> Ave., 1 <sup>st</sup> Floor<br>Conway, SC 29526<br><br>Post Office Box 290<br>Conway, SC 29528 |
| <b>27. Jasper County</b>    | (843) 726-7747 | Medicaid Eligibility<br>Jasper County DHHS<br>10908 N. Jacob Smart Blvd.<br>Ridgeland, SC 29936<br><br>Post Office Box 1150<br>Ridgeland, SC 29936                |
| <b>28. Kershaw County</b>   | (803) 432-3164 | Medicaid Eligibility<br>Kershaw County DHHS<br>110 E. DeKalb St.<br>Camden, SC 29020-4432<br><br>Post Office Box 220<br>Camden, SC 29021-0220                     |
| <b>29. Lancaster County</b> | (803) 286-8208 | Medicaid Eligibility<br>Lancaster County DHHS<br>1599 Pageland Highway<br>Lancaster, SC 29720-2409  |
| <b>30. Laurens County</b>   | (864) 833-6109 | Medicaid Eligibility<br>Laurens County DHHS<br>93 Human Services Rd.<br>Clinton, SC 29325-7546<br><br>Post Office Box 388<br>Laurens, SC 29360-0388               |
| <b>31. Lee County</b>       | (803) 484-5376 | Medicaid Eligibility<br>Lee County DHHS<br>820 Brown St.<br>Bishopville, SC 29010 -4207<br><br>Post Office Box 406<br>Bishopville, SC 29010 -0406                 |

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| <b>32. Lexington County</b> | (803) 785-2991<br>(803) 785-5050 | Medicaid Eligibility<br>Lexington County DHHS<br>605 West Main St.<br>Lexington, SC 29072-2550   |
| <b>33. McCormick County</b> | (864) 465-2627                   | Medicaid Eligibility<br>McCormick County DHHS<br>215 N. Mine St.<br>McCormick, SC 29835-8363   |
| <b>34. Marion County</b>    | (843) 423-5417                   | Medicaid Eligibility<br>Marion County DHHS<br>1311 N. Main St.<br>Marion, SC 29571-6012<br><br>Post Office Box 1837<br>Marion, SC 29571                                    |
| <b>35. Marlboro County</b>  | (843) 479-4389                   | Medicaid Eligibility<br>Marlboro County DHHS<br>County Complex<br>1 Ag St.<br>Bennettsville, SC 29512 - 4424<br><br>Post Office Box 1074<br>Bennettsville, SC 29512-1074   |
| <b>36. Newberry County</b>  | (803) 321-2155                   | Medicaid Eligibility<br>Newberry County DHHS<br>County Human Services Center<br>2107 Wilson Rd.<br>Newberry, SC 29108-1603<br><br>PO Box 1225<br>Newberry, SC 29108 - 1225 |
| <b>37. Oconee County</b>    | (864) 638-4420                   | Medicaid Eligibility<br>Oconee DHHS<br>223 B Kenneth St.<br>Walhalla, SC 29691   |

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| <b>38. Orangeburg County</b>  | (803) 515-1793                                 | Medicaid Eligibility<br>Orangeburg County DHHS<br>2570 Old St. Matthews Rd., N.E.<br>Orangeburg, SC 29118<br><br>Post Office Box 1407<br>Orangeburg, SC 29116-1407 |
| <b>39. Pickens County</b>     | (864) 898-5815                                 | Medicaid Eligibility<br>Pickens County DHHS<br>212 McDaniel Ave.<br>Pickens, SC 29671<br><br>Post Office Box 160<br>Pickens, SC 29671-0160                         |
| <b>40. Richland County</b>    | (803) 714-7562<br>(803) 714-7549               | Medicaid Eligibility<br>Richland County DHHS<br>3220 Two Notch Rd.<br>Columbia, SC 29204-2826  |
| <b>41. Saluda County</b>      | (864) 445-2139<br>Toll Free:<br>1-800-551-1909 | Medicaid Eligibility<br>Saluda County DHHS<br>613 Newberry Highway<br>Saluda, SC 29138-8903<br><br>Post Office Box 245<br>Saluda, SC 29138 - 0245                  |
| <b>42. Spartanburg County</b> | (864) 596-2714                                 | Medicaid Eligibility<br>Spartanburg County DHHS<br>Pinewood Shopping Center<br>1000 N. Pine St., Suite 23<br>Spartanburg, SC 29303                                 |
| <b>43. Sumter County</b>      | (803) 774-3447                                 | Medicaid Eligibility<br>Sumter County DHHS<br>105 N. Magnolia St., 3rd Floor<br>Sumter, SC 29150-4941<br><br>Post Office Box 2547<br>Sumter, SC 29151 - 2547       |

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| <b>44. Union County</b>        | (864) 424-0227 | Medicaid Eligibility<br>Union County DHHS<br>200 S. Mountain St.<br>Union, SC 29379         | Post Office Box 1068<br>Union, SC 29379         |
| <b>45. Williamsburg County</b> | (843) 355-5411 | Medicaid Eligibility<br>Williamsburg County DSS<br>831 Eastland Ave.<br>Kingstree, SC 29556 | Post Office Box 767<br>Kingstree, SC 29556      |
| <b>46. York County</b>         | (803) 366-1900 | Medicaid Eligibility<br>York County DHHS<br>1890 Neelys Creek Road<br>Rock Hill, SC 29730   | Post Office Box 710<br>Rock Hill, SC 29731-6710 |

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