

South Carolina
DEPARTMENT OF HEALTH AND HUMAN SERVICES
Post Office Box 8206
Columbia, South Carolina 29202-8206
www.dhhs.state.sc.us

February 9, 2011

Phys	OMP
CLTC	Dent
EPSDT	MC
Hosp	Lab
Med Clin	MHRC
NF	Trans
Vis	Pod
Chir	HH
DME	

MEDICAID BULLETIN

TO: Providers Indicated

SUBJECT: Provider Service Center

In January 2011, the South Carolina Department of Health and Human Services (SCDHHS) implemented a new Provider Service Center (PSC) for specific provider groups. Beginning February 14, 2011, SCDHHS will open the PSC to all South Carolina Medicaid providers. This will offer all provider types the expanded opportunity for assistance with Medicaid questions.

PSC customer service representatives will offer assistance with forms and manual requests, claim inquiries, payment issues, and general billing issues. PSC representatives will also assist with questions regarding the Qualified Medicare Beneficiary Program and Managed Care Services.

Providers can contact the PSC via the toll-free number **1-888-289-0709** from 7:30 a.m. to 5:00 p.m. Monday through Friday. In addition, the PSC will accept calls from all providers requiring assistance with the following:

- Provider Enrollment
- Electronic Data Interchange (EDI) support
- Filing claims via the Web Tool (except Nursing Home and Optional State Supplement (OSS) claims)
- Nursing Home, OSS, and Hospice Room and Board questions

Your program representatives will remain available to assist with complex claims issues and to clarify program policy.

Thank you for your continued support of South Carolina Healthy Connections and for the services you provide to enrolled beneficiaries.

/s/

Anthony E. Keck
Director