

South Carolina
DEPARTMENT OF HEALTH AND HUMAN SERVICES
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www.dhhs.state.sc.us

December 22, 2010

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

On January 4, 2011, the South Carolina Department of Health and Human Services' (SCDHHS) new Provider Service Center (PSC) will offer the following groups an expanded opportunity for assistance with Medicaid questions:

Transportation Services	Private Therapies (Physical and Occupational)
Ambulance Services	Early Intervention
Enhanced Care Services	Psychiatric Hospital Services
Behavioral Health Services	Home Health Services
School-Based Services	Long-Term Care Services
Speech and Hearing Services	Psychologists (Ph.D., MR/RD Waiver only)

PSC customer service representatives will offer assistance to those listed above 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.

Also beginning January 4, 2011, the PSC will begin taking calls via the toll free number 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. Please continue to call these representatives for assistance on these matters for the remainder of this calendar year. Providers other than the ones listed above should continue to utilize current agency designated program representatives until further notified.

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

/s/
Emma Forkner
Director

Note: To receive Medicaid bulletins by email, please send an email to bulletin@scdhhs.gov indicating your email address and contact information.

To sign up for Electronic Funds Transfer of your Medicaid payment, please go to the following link for instructions: <http://www.scdhhs.gov/dhhsnew/serviceproviders/eft.asp>