

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

November 8, 2010

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

MEDICAID BULLETIN

TO: Providers Indicated

SUBJECT: Provider Service Center

Beginning January 4, 2011, the South Carolina Department of Health and Human Services (SCDHHS) will open a centralized Provider Service Center (PSC) to offer providers an expanded opportunity to have Medicaid questions answered. Implementation of the PSC will be phased in by provider type during the first quarter of calendar year 2011. It will be staffed with customer service representatives available via a toll-free number from 7:30 a.m. to 5:00 p.m. Monday through Friday. The PSC will offer assistance with the following:

- Claim inquiries and status questions
- Payment issues
- Forms and provider manual requests
- General billing issues
- 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 your program representatives for the remainder of this calendar year for assistance with all your questions.

Monitor www.scdhhs.gov for additional bulletins in December that will provide more information about the Provider Service Center including the implementation schedule and the toll-free telephone number.

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

/S/
Emma Forkner
Director

EF/smw

NOTE: To receive Medicaid bulletins by email, please register at <http://bulletin.scdhhs.gov/>. To sign up for Electronic Funds Transfer of your Medicaid payment, please go to: <http://www.dhhs.state.sc.us/dhhsnew/hipaa/index.asp> and select "Electronic Funds Transfer (EFT)" for instructions.