

SECTION 5

ADMINISTRATIVE SERVICES

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SECTION 5 ADMINISTRATIVE SERVICES

GENERAL INFORMATION

ADMINISTRATION

The South Carolina Department of Health and Human Services (SCDHHS) administers the South Carolina Healthy Connections Medicaid Program. This section outlines the available resources for Medicaid providers, with CLTC regional offices telephone numbers and addresses.

CORRESPONDENCE AND INQUIRIES

All correspondence to South Carolina Healthy Connections Medicaid should be directed to the SCDHHS Provider Service Center (PSC) at 1-888-289-0709. In addition, providers may submit an online inquiry at <https://www.scdhhs.gov/contact-us>. Inquiries concerning specific claims should also be directed to the PSC, but only after all claims filing requirements have been met. **Allow 45 days from the submission date before requesting the status of the claim.**

BENEFICIARY ELIGIBILITY

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. The contact information for county offices is located on the SCDHHS website at <https://www.scdhhs.gov/site-page/where-go-help>.

Eligibility Status

To verify eligibility status, please use the South Carolina Medicaid Web-based Claims Submission Tool (Web Tool), which is available 24 hours a day/7 days a week. For information on the Web Tool, you may contact the PSC at 1-888-289-0709.

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SECTION 5 ADMINISTRATIVE SERVICES**PROCUREMENT
OF FORMS**

The South Carolina Department of Health and Human Services will not supply the CMS-1500 claim form 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
(800) 512-1800

TFP Data Systems
(800) 482-9367 ext. 1770
1500form@tfpdata.com

SOFTWARE

Attn: Orders Department
American Medical Association
PO Box 930876
Atlanta, GA 31193-0876
(800) 621-8335
Fax: (312) 464-5600
<https://commerce.ama-assn.org/store/>

HARD COPY CLAIM FORMS

Government Printing Office
Superintendent of Documents
PO Box 979050
St. Louis, MO 63197-9000
(866) 512-1800 Toll Free
Fax: (202) 512-2104
<https://bookstore.gpo.gov/>

PRIVATE VENDORS

RR Donnelley
1210 Key Road
Columbia, SC 29201
(803) 576-1304
Fax: (803) 252-7748

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PROCUREMENT OF FORMS

PRIVATE VENDORS (CONT'D.)

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

Standard Register Company
600 Albany Street
Dayton, OH 45417
(937) 221-1078
(800) 867-8465
Fax: (800) 473-3211

SCDHHS FORMS

Providers may order SCDHHS forms via email at forms@scdhhs.gov. Copies of forms, including program-specific forms, are also available in the Forms section of this manual.

WEB ADDRESS

Providers should visit the Provider Information page on the SCDHHS Web site at <https://www.scdhhs.gov/provider> for the most current version of this manual.

To order a paper version of this manual, please contact the SCDHHS Provider Service Center (PSC) at 1-888-289-0709. From the Main Menu, select the Provider Enrollment and Education option. Charges for printed manuals are based on actual costs of printing and mailing.

SECTION 5 ADMINISTRATIVE SERVICES**CLTC REGIONAL OFFICES****Area 1- Greenville-IMS**

Area Administrator-Wilhelmina Smith
620 North Main Street, Suite 300
Greenville, South Carolina 29601
Telephone: (864) 242-2211 Fax (864) 242-2107
1-888-535-8523
Counties: Greenville, Pickens

Area 3-Greenwood-IMS

Area Administrator-Pamela Jones
617 South Main Street, Suite 301
Greenwood, South Carolina 29648
Telephone: (864) 223-8622 Fax (864) 223-8607
1-800-628-3838
Counties: Abbeville, Edgefield, Greenwood,
Laurens, McCormick, Saluda

Area 5-Columbia-IMS

Area Administrator-Vacant
7499 Parklane Road, Suite 164
Columbia, South Carolina 29223
Telephone: (803) 741-0826 Fax: (803) 741-0830
(843) 726-5113
Counties: Fairfield, Lexington, Newberry,
Richland

Area 7-Sumter-IMS

Area Administrator- Gloria Farmer
30 Westmark Ct.
Sumter, South Carolina 29150
Telephone: (803) 905-1980 Fax: (803) 905-1987
1-888-761-5991
Counties: Clarendon, Kershaw, Lee, Sumter

Area 9-Conway-IMS

Area Administrator-Vanessa Shalosky
1201 Creel Street
Conway, South Carolina 29526
Telephone: (843) 248-7249 Fax: (843) 248-3809
1-888-539-8796
Counties: Georgetown, Horry, Marion,
Williamsburg

Area 2-Spartanburg

Area Administrator-Karen Hubbard
945 East Main Street, Suite 3
Spartanburg, South Carolina 29302
Telephone: (864) 594-4964 Fax (864) 594-5152
1-888-551-3864
Counties: Cherokee, Spartanburg, Union

Area 4-Rock Hill-IMS

Area Administrator-Virginia Crisp
454 South Anderson, Suite 11
Rock Hill, South Carolina 29730
Telephone: (803) 327-9061 Fax: (803) 327-9065
1-888-286-2078
Counties: Chester, Lancaster, York

Area 6-Orangeburg-IMS

Area Administrator-Jestine Sanders-Carter
191 Regional Parkway, Bldg. A
Orangeburg, South Carolina 29115
Telephone: (803) 536-0122 Fax: (803) 534-2358
Counties: Allendale, Bamberg, Calhoun,
Orangeburg

Area 8-Florence-IMS

Area Administrator-Gloria Farmer
201 Dozier Boulevard
Florence, South Carolina 29501
Telephone: (843) 667-8718 Fax: (843) 667-9354
1-888-798-8995
Counties: Chesterfield, Darlington, Dillon,
Florence, Marlboro

Area 10-Charleston-IMS

Area Administrator-Joann Nesbitt
4130 Faber Place Drive, Suite 303
North Charleston, South Carolina 29405
Telephone: (843) 529-0142 Fax: (843) 566-0171
1-888-805-4397
Counties: Berkeley, Charleston, Dorchester

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CLTC REGIONAL OFFICES

Area 11-Anderson IMS

Area Administrator-Melville Harriss
3215 Martin Luther King Jr. Blvd., Suite H
Anderson, South Carolina 29625
Telephone: (864) 224-9452 Fax: (864) 225-0871
Counties: Anderson, Oconee

Aiken Satellite Office

Area Administrator-Jestine Sanders-Carter
6170 Woodside Executive Court
Aiken, South Carolina 29803
Telephone: (803) 641-7680 Fax: (803) 641-7682
1-888-364-3310
Counties: Aiken, Barnwell

Ridgeland Satellite Office-IMS

Area Administrator-Joanne Nesbitt
Satellite Supervisor-Tammy Davis
10175 South Jacob Smart Blvd.
Ridgeland, South Carolina 29936
Telephone: (843) 726-5353 Fax: (843) 726-5113
Beaufort Line: (843) 521-9191
1-800-262-3329
Counties: Beaufort, Colleton, Hampton, Jasper

SECTION 5 ADMINISTRATIVE SERVICES

LOCAL DISABILITIES & SPECIAL NEEDS BOARDS AND SERVICE ORGANIZATIONS

<u>County</u>	<u>Names and Addresses</u>
Abbeville	<p>Emerald Center Board for Disabilities and Special Needs Post Office Box 3004 Greenwood, SC 29648 Phone: (864) 942-8900 Fax: (864) 942-8945 www.schsp.org/emeraldcenter Other services available in Edgefield, Greenwood, McCormick, and Saluda Counties.</p> <p>William H. O'Dell Center Ware Shoals 5 Griffin Dr. Ware Shoals, SC 29692 Phone: (864) 456-7426 Fax: (864) 456-3593</p>
Aiken	<p>Aiken County Board of Disabilities Post Office Box 698 Aiken, SC 29802 Phone: (803) 642-8800 Fax: (803) 642-8806 Email: Courtney@scescape.net www.aikenboard.org</p> <p>Tri-Development Center of Aiken County, Inc. Post Office Box 698 Aiken, SC 29802 Phone: (803) 642-8800 Fax: (803) 642-8806 www.aikentdc.org</p>

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<u>County</u>	<u>Names and Addresses</u>
Allendale	Allendale/Barnwell Disabilities and Special Needs Board Post Office Box 556 Barnwell, SC 29812-0556 Phone: (803) 584-5050 (Allendale) (803) 259-7472 (Barnwell) Fax: (803) 584-7208 (Allendale) (803) 259-1351 (Barnwell) Email: bparker@barnwellsc.com
Anderson	Anderson Board of Disabilities and Special Needs 212 McGee Rd. Anderson, SC 29625 Phone: (864) 260-4515 Fax: (864) 260-5011
Bamberg	Bamberg Disabilities and Special Needs Board Post Office Box 333 Denmark, SC 29042 Phone: (803) 793-5003 Fax: (803) 793-3778 Email: gloriaj_59059@yahoo.com
Barnwell	Allendale/Barnwell Disabilities and Special Needs Board Post Office Box 556 Barnwell, SC 29812-0556 Phone: (803) 584-5050 (Allendale) (803) 259-7472 (Barnwell) Fax: (803) 584-7208 (Allendale) (803) 259-1351 (Barnwell) Email: bparker@barnwellsc.com
Beaufort	Beaufort Disabilities and Special Needs Board Post Office Box 129 Port Royal, SC 29935 Phone: (843) 525-7680 Fax: (843) 525-4073

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<u>County</u>	<u>Names and Addresses</u>
Berkeley	<p>Berkeley Citizens, Inc. Post Office Drawer 429 Moncks Corner, SC 29461 Phone: (843) 761-0300 Fax: (843) 761-0303 Email: admin@bciservices.org www.berkeleycitizens.org</p>
Calhoun	<p>Calhoun Board of Disabilities and Special Needs Rte. 4, Box 79-B St. Matthews, SC 29135 Phone: (803) 874-2664 Fax: (803) 874-2660 Email: ljohnson@earthlink.com</p>
Charleston	<p>Disabilities Board of Charleston County 995 Morrison Dr. Charleston, SC 29413 Phone: (843) 805-5800 Fax: (843) 805-5805 Email: kelliott@dsncc.com</p>
Cherokee	<p>Cherokee Disabilities and Special Needs Board 959 East O'Neal St. Gaffney, SC 29340 Phone: (864) 487-4190 Fax: (864) 489-1384 Email: ccdsnba@aol.com</p> <p>Cherokee County ARC Post Office Box 397 Gaffney, SC 29342 Phone: (864) 489-4217</p>

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<u>County</u>	<u>Names and Addresses</u>
Chester	Chester-Lancaster Disabilities and Special Needs Board Post Office Box 577 Lancaster, SC 29721 Phone: (803) 285-4368 Fax: (803) 286-5571
Chesterfield	Chesterfield Disabilities and Special Needs Board Post Office Drawer 151 Chesterfield, SC 29709 Phone: (843) 623-9016 Fax: (843) 623-3144 Email: CCBDN@infoave.net
Clarendon	Clarendon Disabilities and Special Needs Board Post Office Drawer 40 Manning, SC 29102 Phone: (803) 435-2330 Fax: (803) 435-8523
Colleton	Colleton Disabilities and Special Needs Board Post Office Box 1547 Walterboro, SC 29488 Phone: (843) 549-1732 Fax: (843) 549-2359
Darlington	Darlington Disabilities and Special Needs Board 201 N. Damascus Church Rd. Hartsville, SC 29550 Phone: (843) 332-7252 Fax: (843) 332-3168 Email: tmwitt@earthlink.net

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<u>County</u>	<u>Names and Addresses</u>
Dillon	<p>Marion-Dillon Disabilities and Special Needs Board Post Office Box 2072 Dillon, SC 29536 Phone: (843) 774-6775 (Dillon) (843) 423-4484 (Marion) Fax: (843) 423-4541 (Dillon and Marion)</p>
Dorchester	<p>Dorchester Board of Disabilities and Special Needs Post Office Box 2950 Summerville, SC 29484 Phone: (843) 871-1285 Fax: (843) 871-2929</p>
Edgefield	<p>Emerald Center Board for Disabilities and Special Needs Post Office Box 3004 Greenwood, SC 29648 Phone: (864) 942-8900 Fax: (864) 942-8945 Other services available in Abbeville, Greenwood, McCormick, and Saluda Counties.</p>
Fairfield	<p>Fairfield-Newberry Disabilities and Special Needs Board Post Office Box 856 Newberry, SC 29108 Phone: (803) 635-1117 Fax: (803) 635 1964 Email: fndsnb@aol.com</p>

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<u>County</u>	<u>Names and Addresses</u>
	<p>Babcock Center, Inc. Post Office Box 3817 Columbia, SC 29230 Phone: (803) 799-1970 Fax: (803) 799-1238</p> <p>Bright Start 3202 Millwood Ave Columbia, SC 29205 Phone: (803) 929-1112 Fax: (803) 929-1418</p>
Florence	<p>Florence Disabilities and Special Needs Board Post Office Box 12810 Florence, SC 29504 Phone: (843) 667-5007 (Florence) (843) 394-3963 (Lake City) Fax: (843) 678-8573 (Florence) Email: hsdavised@yahoo.com</p>
Georgetown	<p>Georgetown Disabilities and Special Needs Board Post Office Box 1471 Georgetown, SC 29442 Phone: (843) 546-8228 Fax: (843) 546-1617 Email: rsg@sccoast.net</p>

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<u>County</u>	<u>Names and Addresses</u>
Greenville	<p>Greenville Disabilities and Special Needs Board Post Office Box 17467 Greenville, SC 29606-8467 Phone: (864) 288-1907 Fax: (864) 297-4990</p> <p>Greenville Disabilities and Special Needs Board Peace Rehabilitation Center 651 S. Main St. Greenville, SC 29601 Phone: (864) 241-2613</p>
Greenwood	<p>Emerald Center Board for Disabilities and Special Needs Post Office Box 3004 Greenwood, SC 29648 Phone: (864) 942-8900 Fax: (864) 942-8945 Other services available in Abbeville, Edgefield, McCormick, and Saluda Counties.</p>
Hampton	<p>Hampton Disabilities and Special Needs Board Post Office Box 128 Hampton, SC 29924 Phone: (803) 943-4818 Fax: (803) 943-3322 Email: clalgood@internetx.net</p>
Horry	<p>Horry Disabilities and Special Needs Board 250 Victory Ln. Conway, SC 29526 Phone: (843) 347-3010 Fax: (843) 347-7308 Email: dsn@sccoast.net</p>

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<u>County</u>	<u>Names and Addresses</u>
Jasper	<p>Jasper Disabilities and Special Needs Board Post Office Box 747 Ridgeland, SC 29936 Phone: (843) 726-4499 Fax: (843) 726-4091 Email: myraz@hargay.com</p>
Kershaw	<p>Kershaw Board of Disabilities and Special Needs Post Office Box 310 Camden, SC 29020-0310 Phone: (803) 432-4841 (888) 246-7718 Fax: (803) 424-2280 Email: kcbdsn@camden.net</p> <p>Babcock Center, Inc. Post Office Box 3817 Columbia, SC 29230 Phone: (803) 799-1970 Fax: (803) 799-1238</p> <p>Bright Start 3202 Millwood Ave Columbia, SC 29205 Phone: (803) 929-1112 Fax: (803) 929-1418</p>
Lancaster	<p>Chester-Lancaster Disabilities and Special Needs Board Post Office Box 577 Lancaster, SC 29721 Phone: (803) 285-4368 Fax: (803) 286-5571</p>

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<u>County</u>	<u>Names and Addresses</u>
Laurens	Laurens Disabilities and Special Needs Board Post Office Box 986 Laurens, SC 29360-0986 Phone: (864) 682-2314 Fax: (864) 682-2397 Email: vsinclair@lcdsnd.org
Lee	Lee Disabilities and Special Needs Board Post Office Box 468 Bishopville, SC 29010 Phone: (803) 484-9473 Fax: (803) 484-5710 Email: leedsn2@gte.net
Lexington	Richland/Lexington Disabilities and Special Needs Board Post Office Box 3817 Columbia, SC 29230 Phone: (803) 799-1970 Fax: (803) 799-8829 Email: mleitner@rldsn.state.sc.us Babcock Center, Inc. Post Office Box 3817 Columbia, SC 29230 Phone: (803) 799-1970 Fax: (803) 799-1238

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<u>County</u>	<u>Names and Addresses</u>
	<p>Bright Start 3202 Millwood Ave Columbia, SC 29205 Phone: (803) 929-1112 Fax: (803) 929-1418</p> <p>Lexington County Recreation and Aging Commission 563 South Lake Dr. Lexington, SC 29072 Phone: (803) 359-0964 Fax: (803) 359-9092 (Administration) (803) 356-8990 (Aging Division) Email: lcrac@usit.net</p>
Marion	<p>Marion-Dillon Disabilities and Special Needs Board Post Office Box 2072 Dillon, SC 29536 Phone: (843) 774-6775 (Dillon) (843) 423-4484 (Marion) Fax: (843) 423-4541 (Dillon and Marion)</p>
Marlboro	<p>Marlboro Disabilities and Special Needs Board Post Office Box 1212 Bennettsville, SC 29512 Phone: (843) 479-1882 Fax: (843) 479-0655 Email: mcdsn@flosc.net</p>
McCormick	<p>Emerald Center Board for Disabilities and Special Needs Post Office Box 3004 Greenwood, SC 29648 Phone: (864) 942-8900 Fax: (864) 942-8945 Other services available in Abbeville, Edgefield, Greenwood, and Saluda Counties.</p>

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<u>County</u>	<u>Names and Addresses</u>
Newberry	Fairfield-Newberry Disabilities and Special Needs Board Post Office Box 856 Newberry, SC 29108 Phone: (803) 276-0078 Fax: (803) 276-0785 Steps provided by Emerald Center Disabilities and Special Needs Board.
Oconee	Oconee Disabilities and Special Needs Board 116 South Cove Rd. Seneca, SC 29672 Phone: (864) 885-6055 Fax: (864) 885-6058 Email: ocbd@innova.net
Orangeburg	Orangeburg Disabilities and Special Needs Board Post Office Box 1812 Orangeburg, SC 29116 Phone: (803) 536-1170 Fax: (803) 531-8317 Email: chucknorman@mindspring.com
Pickens	Pickens Board Of Disabilities and Special Needs Post Office Box 1308 Easley, SC 29641 Phone: (864) 859-5416 Fax: (864) 859-1157 Email: ethena@pcbdsn.org Respite provided by Anderson Disabilities and Special Needs Boards.

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<u>County</u>	<u>Names and Addresses</u>
Richland	<p>Richland/Lexington Disabilities and Special Needs Board Post Office Box 3817 Columbia, SC 29230 Phone: (803) 799-1970 Fax: (803) 799-8829 Email: mleitner@rldsn.state.sc.us</p> <p>Babcock Center, Inc. Post Office Box 3817 Columbia, SC 29230 Phone: (803) 799-1970 Fax: (803) 799-1238 Email: ghendrix@babcock.org</p> <p>Bright Start 3202 Millwood Ave. Columbia, SC 29205 Phone: (803) 929-1112 Fax: (803) 929-1418</p> <p>Epworth Children's Home Post Office Box 50466 2900 Millwood Ave Columbia, SC 29250 V/Fax: (803) 256-7394</p> <p>Richland County Recreation Commission 5819 Shakespeare Rd. Columbia, SC 29223 Phone: (803) 754-7275 Fax: (803) 786-2028</p>
Saluda	<p>Emerald Center Board for Disabilities and Special Needs Post Office Box 3004 Greenwood, SC 29648 Phone: (864) 942-8900 Fax: (864) 942-8945 Other services available in Abbeville, Edgefield, Greenwood, and McCormick counties.</p>

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<u>County</u>	<u>Names and Addresses</u>
Spartanburg	<p>Spartanburg Disabilities and Special Needs Board 366 N. Church St., Suite 700 Spartanburg, SC 29303 Phone: (864) 596-3574 Fax: (864) 596-3018 Email: jblackwood@co.spartanburg.sc.us</p> <p>The Charles Lea Center 195 Burdette St. Spartanburg, SC 29307 Phone: (864) 585-0322 Fax: (864) 591-0780 Email: abrumfield@teleplex.net</p>
Sumter	<p>Sumter Disabilities and Special Needs Board Post Office Box 2847 Sumter, SC 29151-2847 Phone: (803) 778-1669 Fax: (803) 775-9184 Email: SCDSNB@FTC--1.net</p>
Union	<p>Union Disabilities and Special Needs Board Post Office Box 903 Union, SC 29379 Phone: (864) 427-7700 Fax: (864) 427-1777</p>
Williamsburg	<p>Williamsburg Disabilities and Special Needs Board 61 Greenlee St. Kingstree, SC 29556 Phone: (843) 355-5481 Fax: (843) 355-5483</p>

SECTION 5 ADMINISTRATIVE SERVICES**LOCAL DISABILITIES & SPECIAL NEEDS BOARDS AND SERVICE ORGANIZATIONS**

<u>County</u>	<u>Names and Addresses</u>
York	York Disabilities and Special Needs Board Post Office Box 30 Rock Hill, SC 29731 Phone: (803) 628-5999 Fax: (803) 324-7984 Email: jsmith@ycdbsn.org

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