

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.

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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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**COMMUNITY LONG-TERM CARE AREA 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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COMMUNITY LONG-TERM CARE AREA 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