

**SECTION 4**  
**ADMINISTRATIVE SERVICES**

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## SECTION 4 ADMINISTRATIVE SERVICES

### GENERAL INFORMATION

#### ADMINISTRATION

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

#### 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.

#### CORRESPONDENCE AND INQUIRIES

Correspondence concerning specific policies and procedures should be directed to the appropriate program or entity from the following list:

## SECTION 4 ADMINISTRATIVE SERVICES

### GENERAL INFORMATION

Facility Licensure	S.C. Department of Health and Environmental Control Division of Health Licensing 2600 Bull Street Columbia, SC 29201 (803) 545-7201
Policies and Procedures	S.C. Department of Health and Human Services Community and Facility Services Post Office Box 8206 Columbia, SC 29202-8206 (803) 898-2590 Fax (803) 898-4509
Waiting List	S.C. Department of Health and Human Services Regional Office (see full list in this section)
Eligibility	S.C. Department of Health and Human Services County Eligibility Office
Send Completed TADs to:	Claims Receipt – CRCF Claims Section Post Office Box 67 Columbia, SC 29202-0067 (803) 788-7622 Ext. 41613 Fax (803) 699-8637

## SECTION 4 ADMINISTRATIVE SERVICES

### PROCUREMENT OF FORMS

#### FAX REQUESTS

A provider may request the following forms via fax number (803) 898-4528:

1. Confidential Medicaid Complaint (Form 126)
2. Medicaid Refund Check Remittance (Form 205)

Copies of these and other forms are also available in the Forms section of this manual.

#### 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/>

#### WEB ADDRESS

Providers should visit the Provider Information page on the SCDHHS Web site at <https://provider.scdhhs.gov/> 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 4 ADMINISTRATIVE SERVICES**

### **PROCUREMENT OF FORMS**

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## SECTION 4 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

## **SECTION 4 ADMINISTRATIVE SERVICES**

### **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