# SECTION 5

# ADMINISTRATIVE SERVICES

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# SECTION 5 ADMINISTRATIVE SERVICES

## GENERAL INFORMATION

### ADMINISTRATION

The Department of Health and Human Services (DHHS) administers the South Carolina Medicaid Program. This section outlines the available resources for Medicaid providers, with telephone numbers, addresses, and the individuals available for provider assistance.

### CORRESPONDENCE AND INQUIRIES

All correspondence to South Carolina Medicaid should be directed to the SCDHHS Provider Service Center (PSC) at 1-888-289-0709. In addition, provider may submit an online inquiry at http://www.scdhhs.gov/contact-us. Inquiries concerning specific claims should also be directed to the PSC, but only after corrections have been made on rejected claims and all claims filing requirements have been met. Medicaid Provider Inquiry (DHHS Form 140) may be used to check the status on outstanding claims. (See the blank form in the Forms section.) Always include the provider's Medicaid number, the resident's Medicaid number, and the date of service when requesting the status of outstanding claims. **Allow 45 days from the submission date before requesting the status of the claim.**

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. To verify eligibility status, please use the South Carolina Medicaid Web-based Claims Submission Tool (Web Tool). For information on the Web Tool, please contact the PSC at 1-888-289-0709.

# SECTION 5 ADMINISTRATIVE SERVICES

## GENERAL INFORMATION

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# SECTION 5 ADMINISTRATIVE SERVICES

## PROCUREMENT OF FORMS

The Department of Health and Human Services will not supply the CMS-1500 claim form (08/05 version) 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
Room C-836
Building Three
Washington, DC 20401
(202) 275-1189

### SOFTWARE

Attn: Orders Department
American Medical Association
Post Office Box 10946
Chicago, IL 60610

### HARD COPY CLAIM FORMS

Government Printing Office
Superintendent of Documents
Post Office Box 371954
Pittsburgh, PA 15250-7954
(202) 512-1800
Fax: (202) 512-2250
Web site orders: http://bookstore.gpo.gov

### PRIVATE VENDORS

Moore Wallace
1210 Key Road
Columbia, SC 29201
(803) 576-1302

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

# SECTION 5 ADMINISTRATIVE SERVICES

## PROCUREMENT OF FORMS

### PRIVATE VENDORS (CONT'D.)

Standard Register Company
140 Stoneridge Drive, Suite 380
Columbia, SC 29210
(803) 256-0004
Fax: (803) 256-1602

### 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 http://provider.scdhhs.gov for the most current version of this manual.

To order a paper or CD 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

## DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

| | County | Telephone No. | Address |
|---|---|---|---|
| **1.** | Abbeville County | (864) 366-5638 | Medicaid Eligibility<br>Abbeville County DHHS<br>Human Services Building<br>903 W. Greenwood St.<br>Abbeville, SC 29620-5678<br><br>Post Office Box 130<br>Abbeville, SC 29620-0130 |
| **2.** | Aiken County | (803) 643-1938<br><br>Toll Free:<br>1-888-866-8852 | Medicaid Eligibility<br>Aiken County DHHS<br>1410 Park Ave. S.E.<br>Aiken, SC 29801-4776<br><br>Post Office Box 2748<br>Aiken, SC 29802 -2748 |
| **3.** | Allendale County | (803) 584-8137 | Medicaid Eligibility<br>Allendale County DHHS<br>521 Barnwell Highway<br>Allendale, SC 29810<br><br>Post Office Box 326<br>Allendale, SC 29810 |
| **4.** | Anderson County | (864) 260-4541 | Medicaid Eligibility<br>Anderson County DHHS<br>224 McGee Rd.<br>Anderson, SC 29625<br><br>Post Office Box 160<br>Anderson, SC 29622-0160 |

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## DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

| County | Telephone No. | Address |
|---|---|---|
| **5.** Bamberg County | (803) 245-3932 | Medicaid Eligibility<br>Bamberg County DHHS<br>374 Log Branch Rd.<br>Bamberg, SC 29003<br><br>Post Office Box 544<br>Bamberg, SC 29003 |
| **6.** Barnwell County | (803) 541-3825 | Medicaid Eligibility<br>Barnwell County DHHS<br>10913 Ellenton Street<br>Barnwell, SC 29812<br><br>Post Office Box 648<br>Barnwell, SC 29812 |
| **7.** Beaufort County | (843) 255-6095 | Medicaid Eligibility<br>Beaufort County DHHS<br>1905 Duke St.<br>Beaufort, SC 29902-4403<br><br>Post Office Box 1255<br>Beaufort, SC 29901-1255 |
| **8.** Berkeley County | (843) 719-1170<br><br>Toll Free:<br>1-800-249-8751 | Medicaid Eligibility<br>Berkeley County DSS<br>2 Belt Dr.<br>Moncks Corner, SC 29461-2801<br><br>Post Office Box 13748<br>Charleston, SC 29422-3748 |
| **9.** Calhoun County | (803) 874-3384 | Medicaid Eligibility<br>Calhoun County DHHS<br>2831 Old Belleville Rd.<br>St. Matthews, SC 29135<br><br>Post Office Box 378<br>St. Matthews, SC 29135 |

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## DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

| County | Telephone No. | Address |
|---|---|---|
| **10.** Charleston County | (843) 740-5900 | Medicaid Eligibility<br>Charleston County DHHS<br>326 Calhoun St.<br>Charleston, SC 29401-1124 |
| | Toll Free:<br>1-800-249-8751 | Post Office Box 13748<br>Charleston, SC 29422-3748 |
| **11.** Cherokee County | (864) 487-2521 | Medicaid Eligibility<br>Cherokee County DHHS<br>1434 N. Limestone St.<br>Gaffney, SC 29340-4734<br><br>Post Office Box 89<br>Gaffney, SC 29342 |
| **12.** Chester County | (803) 377-8135 | Medicaid Eligibility<br>Chester County DHHS<br>115 Reedy St.<br>Chester, SC 29706-1881 |
| **13.** Chesterfield County | (843) 623-5226 | Medicaid Eligibility<br>Chesterfield County DHHS<br>201 N. Page St.<br>Chesterfield, SC 29709 -1201<br><br>Post Office Box 855<br>Chesterfield, SC 29709 - 0855 |
| **14.** Clarendon County | (803) 435-4305 | Medicaid Eligibility<br>Clarendon County DSS<br>3 S. Church St.<br>Manning, SC 29102<br><br>Post Office Box 788<br>Manning, SC 29102 |

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## DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

| County | Telephone No. | Address |
|---|---|---|
| **15.** Colleton County | (843) 549-1894 | Medicaid Eligibility<br>Colleton County DHHS<br>Bernard Warshaw Building<br>215 S. Lemacks St.<br>Walterboro, SC 29488<br><br>Post Office Box 110<br>Walterboro, SC 29488 |
| **16.** Darlington County | (843) 398-4427 | Medicaid Eligibility<br>Darlington County DHHS<br>300 Russell St., Room 145<br>Darlington, SC 29532 -3340<br><br>Post Office Box 2077<br>Darlington, SC 29540 -2077 |
| | (843) 332-2289 | 404 S. Fourth St., Suite 300<br>Hartsville, SC 29550 - 5718 |
| **17.** Dillon County | (843) 774-2713 | Medicaid Eligibility<br>Dillon County DHHS<br>1213 Highway 34 W.<br>Dillon, SC 29536 - 8141<br><br>Post Office Box 351<br>Dillon, SC 29536 - 0351 |
| **18.** Dorchester County | (843) 821-0444<br>Toll Free:<br>1-800-249-8751 | Medicaid Eligibility<br>Dorchester County DSS<br>216 Orangeburg Rd<br>Summerville, SC 29483-8945<br><br>Post Office Box 13748<br>Charleston, SC 29422-3748 |
| **19.** Edgefield County | (803) 637-4040 | Medicaid Eligibility<br>Edgefield County DHHS<br>120 W. A. Reel Dr.<br>Edgefield, SC 29824-1607<br><br>Post Office Box 386<br>Edgefield, SC 29824 - 0386 |

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## DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

| County | Telephone No. | Address |
|---|---|---|
| **20.** Fairfield County | (803) 589-8035 | Medicaid Eligibility<br>Fairfield County DHHS<br>1136 Kincaid Bridge Rd.<br>Winnsboro, SC 29180-7116<br><br>Post Office Box 1139<br>Winnsboro, SC 29180-5139 |
| **21.** Florence County | (843) 673-1761 | Medicaid Eligibility<br>Florence County DHHS<br>2685 S. Irby St., Box I<br>Florence, SC 29505 - 3440 |
| | (843) 394-8575 | 345 S. Ron McNair Blvd<br>Lake City, SC 29560 -3434 |
| **22.** Georgetown County | (843) 546-5134 | Medicaid Eligibility<br>Georgetown County DSS<br>330 Dozier St.<br>Georgetown, SC 29440-3219<br><br>Post Office Box 371<br>Georgetown, SC 29442 |
| **23.** Greenville County | (864) 467-7800 | Medicaid Eligibility<br>Greenville County DSS<br>301 University Ridge, Suite 6700<br>Greenville, SC 29601<br><br>Post Office Box 100101<br>Columbia, SC 29202-3101 |
| **24.** Greenwood County | (864) 229-5258 | Medicaid Eligibility<br>Greenwood County DHHS<br>1118 Phoenix St.<br>Greenwood, SC 29646-3918<br><br>Post Office Box 1016<br>Greenwood, SC 29648-1016 |

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## DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

| County | Telephone No. | Address |
|---|---|---|
| **25.** Hampton County | (803) 914-0053 | Medicaid Eligibility<br>Hampton County DHHS<br>102 Ginn Altman Ave., Suite B<br>Hampton, SC 29924<br><br>Post Office Box 693<br>Hampton, SC 29924 |
| **26.** Horry County | (843) 381-8260 | Medicaid Eligibility<br>Horry County DHHS<br>1601 11th Ave., 1st Floor<br>Conway, SC 29526<br><br>Post Office Box 290<br>Conway, SC 29528 |
| **27.** Jasper County | (843) 726-7747 | Medicaid Eligibility<br>Jasper County DHHS<br>10908 N. Jacob Smart Blvd.<br>Ridgeland, SC 29936 |
| **28.** Kershaw County | (803) 432-3164 | Medicaid Eligibility<br>Kershaw County DHHS<br>110 E. DeKalb St.<br>Camden, SC 29020-4432<br><br>Post Office Box 220<br>Camden, SC 29021-0220 |
| **29.** Lancaster County | (803) 286-8208 | Medicaid Eligibility<br>Lancaster County DHHS<br>1599 Pageland Highway<br>Lancaster, SC 29720-2409 |
| **30.** Laurens County | (864) 833-6109 | Medicaid Eligibility<br>Laurens County DHHS<br>93 Human Services Rd.<br>Clinton, SC 29325-7546<br><br>Post Office Box 388<br>Laurens, SC 29360-0388 |

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## DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

| County | Telephone No. | Address |
|---|---|---|
| **31.** Lee County | (803) 484-5376 | Medicaid Eligibility<br>Lee County DHHS<br>820 Brown St.<br>Bishopville, SC 29010 -4207<br><br>Post Office Box 406<br>Bishopville, SC 29010 -0406 |
| **32.** Lexington County | (803) 785-2991<br>(803) 785-5050 | Medicaid Eligibility<br>Lexington County DHHS<br>605 West Main St.<br>Lexington, SC 29072-2550 |
| **33.** McCormick County | (864) 465-5221 | Medicaid Eligibility<br>McCormick County DHHS<br>215 N. Mine St.<br>McCormick, SC 29835-8363 |
| **34.** Marion County | (843) 423-5417 | Medicaid Eligibility<br>Marion County DHHS<br>137 Airport Ct., Suite J<br>Mullins, SC 29574 |
| **35.** Marlboro County | (843) 479-4389 | Medicaid Eligibility<br>Marlboro County DHHS<br>County Complex<br>1 Ag St.<br>Bennettsville, SC 29512 - 4424<br><br>Post Office Box 1074<br>Bennettsville, SC 29512-1074 |
| **36.** Newberry County | (803) 321-2159 | Medicaid Eligibility<br>Newberry County DHHS<br>County Human Services Center<br>2107 Wilson Rd.<br>Newberry, SC 29108-1603<br><br>PO Box 1225<br>Newberry, SC 29108 - 1225 |

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## DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

| County | Telephone No. | Address |
|---|---|---|
| **37.** Oconee County | (864) 638-4420 | Medicaid Eligibility<br>Oconee DHHS<br>223 B Kenneth St.<br>Walhalla, SC 29691 |
| **38.** Orangeburg County | (803) 515-1793 | Medicaid Eligibility<br>Orangeburg County DHHS<br>2570 Old St. Matthews Rd., N.E.<br>Orangeburg, SC 29118<br><br>Post Office Box 1407<br>Orangeburg, SC 29116-1407 |
| **39.** Pickens County | (864) 898-5815 | Medicaid Eligibility<br>Pickens County DHHS<br>212 McDaniel Ave.<br>Pickens, SC 29671<br><br>Post Office Box 160<br>Pickens, SC 29671-0160 |
| **40.** Richland County | (803) 741-1165<br>(803) 714-7549 | Medicaid Eligibility<br>Richland County DHHS<br>3220 Two Notch Rd.<br>Columbia, SC 29204-2826 |
| **41.** Saluda County | (864) 445-2139<br>Toll Free:<br>1-800-551-1909 | Medicaid Eligibility<br>Saluda County DHHS<br>613 Newberry Highway<br>Saluda, SC 29138-8903<br><br>Post Office Box 245<br>Saluda, SC 29138 - 0245 |
| **42.** Spartanburg County | (864) 596-2714 | Medicaid Eligibility<br>Spartanburg County DHHS<br>Pinewood Shopping Center<br>1000 N. Pine St., Suite 23<br>Spartanburg, SC 29303 |

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## DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

| County | Telephone No. | Address |
|---|---|---|
| **43.** Sumter County | (803) 774-3447 | Medicaid Eligibility<br>Sumter County DHHS<br>105 N. Magnolia St., 3rd Floor<br>Sumter, SC 29150-4941<br><br>Post Office Box 2547<br>Sumter, SC 29151 - 2547 |
| **44.** Union County | (864) 424-0227 | Medicaid Eligibility<br>Union County DHHS<br>200 S. Mountain St.<br>Union, SC 29379<br><br>Post Office Box 1068<br>Union, SC 29379 |
| **45.** Williamsburg County | (843) 355-5411 | Medicaid Eligibility<br>Williamsburg County DSS<br>831 Eastland Ave.<br>Kingstree, SC 29556<br><br>Post Office Box 767<br>Kingstree, SC 29556 |
| **46.** York County | (803) 366-1900 | Medicaid Eligibility<br>York County DHHS<br>1890 Neelys Creek Road<br>Rock Hill, SC 29730<br><br>Post Office Box 710<br>Rock Hill, SC 29731-6710 |

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## DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

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