# SECTION 5

## ADMINISTRATIVE SERVICES

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# SECTION 5 ADMINISTRATIVE SERVICES

## GENERAL INFORMATION

### ADMINISTRATION

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

### 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.

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## GENERAL INFORMATION

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# SECTION 5 ADMINISTRATIVE SERVICES

## PROCUREMENT OF FORMS

### FORM 181

All Medicaid forms and publications are available from SCDHHS. Providers should obtain forms at the address below:

SCDHHS
Division of Support Services
Post Office Box 8206
Columbia, SC 29202

Telephone: (800) 506-7254
Fax: (803) 898-4528

### 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

## PROCUREMENT OF FORMS

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# SECTION 5 ADMINISTRATIVE SERVICES

## DEPARTMENT OF HEALTH AND HUMAN SERVICES REGIONAL / CLTC OFFICES

| Office | Counties Served | Contact Information |
|---|---|---|
| **Area 1**<br>**Greenville** | Greenville<br>Pickens | 620 North Main St.<br>Greenville, SC 29601<br>Phone: (864) 242-2211<br>Toll Free:1-888-535-8523<br>Fax: (864) 242-2107 |
| **Area 2**<br>**Spartanburg** | Cherokee<br>Spartanburg<br>Union | 1411 W. O. Ezell Blvd., Suite 6<br>Spartanburg, SC 29301<br>Phone: (864) 587-4707<br>Toll Free: 1-888-551-3864<br>Fax: (864) 587-4716 |
| **Area 3**<br>**Greenwood** | Abbeville<br>Edgefield<br>Greenwood<br>Laurens<br>McCormick<br>Saluda | 617 South Main St.<br>Post Office Box 3088<br>Greenwood, SC 29648<br>Phone: (864) 223-8622<br>Toll Free: 1-800-628-3838<br>Fax: (864) 223-8607 |
| **Area 4**<br>**Rock Hill** | Chester<br>Lancaster<br>York | 1890 Neely's Creek Rd.<br>Rock Hill, SC 29732<br>Phone: (803) 327-9061<br>Toll Free: 1-888-286-2078<br>Fax: (803) 327-9065 |
| **Area 5**<br>**Columbia** | Fairfield<br>Newberry<br>Lexington<br>Richland | 7499 Parklane Rd., Suite 164<br>Columbia, SC 29223<br>Phone: (803) 741-0826<br>Toll Free: 1-888-847-0908<br>Fax: (803) 741-0830 |

# SECTION 5 ADMINISTRATIVE SERVICES

## DEPARTMENT OF HEALTH AND HUMAN SERVICES REGIONAL/CLTC OFFICES

| Office | Counties Served | Contact Information |
|---|---|---|
| **Area 6**<br>**Orangeburg** | Allendale<br>Bamberg<br>Barnwell<br>Calhoun<br>Orangeburg | 191 Regional Parkway, Building A<br>Orangeburg, SC 29118<br>Phone: (803) 536-0122<br>Toll Free: 1-888-218-4915<br>Fax: (803) 534-2358 |
| **Area 6A**<br>**Aiken Satellite Office** | Aiken<br>Barnwell | 2230 Woodside Executive Court<br>Aiken, SC 29803<br>Phone: (803) 641-7680<br>Toll Free: 1-888-364-3310<br>Fax: (803) 641-7682 |
| **Area 7**<br>**Sumter** | Clarendon<br>Kershaw<br>Lee<br>Sumter | 30 Wesmark Ct.<br>Sumter, SC 29150<br>Phone: (803) 905-1980<br>Toll Free: 1-888-761-5991<br>Fax: (803) 905-1987 |
| **Area 8**<br>**Florence** | Chesterfield<br>Darlington<br>Dillon<br>Florence<br>Marlboro | 201 Dozier Blvd.<br>Florence, SC 29501<br>Phone: (843) 667-8718<br>Toll Free: 1-888-798-8995<br>Fax: (843) 667-9354 |
| **Area 9**<br>**Conway** | Georgetown<br>Horry<br>Marion<br>Williamsburg | 1601 11th Ave.<br>Conway, SC 29528<br>Post Office Box 2150<br>Conway, SC 29526<br>Phone: (843) 248-7249<br>Toll Free: 1-888-539-8796<br>Fax: (843) 248-3809 |
| **Area 10**<br>**Charleston** | Berkeley<br>Charleston<br>Dorchester | 4130 Faber Place Drive, Suite 303 N.<br>Charleston, SC 29405<br>Phone: (843) 529-0142<br>Toll Free: 1-888-805-4397<br>Fax: (843) 566-0171 |

# SECTION 5 ADMINISTRATIVE SERVICES

## DEPARTMENT OF HEALTH AND HUMAN SERVICES REGIONAL/CLTC OFFICES

| Office | Counties Served | Contact Information |
|---|---|---|
| **Area 10A Ridgeland Satellite Office** | Beaufort<br>Colleton<br>Hampton<br>Jasper | 10175 South Jacob Smart Blvd.<br>Post Office Box 2065<br>Ridgeland, SC 29936<br>Phone: (843) 726-5353<br>Toll Free: 1-800-262-3329<br>Fax: (843) 726-5113 |
| **Area 11 Anderson** | Anderson<br>Oconee | 3215 Martin Luther King Blvd, Suite H<br>Anderson, SC 29625<br>Post Office Box 5947<br>Anderson, SC 29623-5947<br>Phone: (864) 224-9452<br>Toll Free: 1-800-713-8003<br>Fax: (864) 225-0871 |

# SECTION 5 ADMINISTRATIVE SERVICES

## DEPARTMENT OF HEALTH AND HUMAN SERVICES REGIONAL/CLTC OFFICES

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# 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 |

# SECTION 5 ADMINISTRATIVE SERVICES

## 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 | Medicaid Eligibility<br>Berkeley County DSS<br>2 Belt Dr.<br>Moncks Corner, SC 29461-2801 |
| | Toll Free:<br>1-800-249-8751 | 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 |

# SECTION 5 ADMINISTRATIVE SERVICES

## 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 |
| **37.** Oconee County | (864) 638-4420 | Medicaid Eligibility<br>Oconee DHHS<br>223 B Kenneth St.<br>Walhalla, SC 29691 |

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## DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

| County | Telephone No. | Address |
|---|---|---|
| **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 |
| **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 |

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## DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

| County | Telephone No. | Address |
|---|---|---|
| **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 |

# SECTION 5 ADMINISTRATIVE SERVICES

## DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

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