

MEDICAL ASSISTANCE DESK REFERENCE – Quick Tip #41

Updated August 23, 2018

PROVIDER CONTACTS

Eligibility Verification

Provides verification of MA eligibility & plan information

1-800-766-5387

24 hrs a day, 7 days a week

PROMISe™ portal: <https://promise.dpw.state.pa.us/portal/Default.aspx?alias=promise.dpw.state.pa.us/portal/provider>

Office of Medical Assistance Programs (OMAP)/Bureau of Fee-for-Service Programs (BFFSP)

OMAP/BFFSP Pharmacy Services

1-800-537-8862

Select option 2, then option 2

Mon–Fri 8 am – 4:30 pm

- For pharmacy prior authorization and billing inquiries

Pharmacy website information: <http://www.dhs.pa.gov/provider/pharmacyservices/>

OMAP/BFFSP Provider Service Center (excludes pharmacy):

1-800-537-8862

Select option 2, option 6, option 1

Mon-Fri 8 am – 12 pm, 12:30 pm – 4:30 pm

- For non-pharmacy billing, training, claims inquiries, or to check the status of an existing (non-pharmacy) prior authorization

OMAP/BFFSP Medical Prior Authorization:

1-800-537-8862

Select option 2, option 3,

then one of the following options listed below:

Mon – Fri 7:30 am – 12 pm, 1 pm – 4 pm

Option 1 – to request a new authorization or to change or check the status of an existing authorization for Home health, hyperbaric oxygen treatment, elective inpatient/outpatient procedures, place of service review, or advanced radiologic imaging service

Option 2 – to leave a confidential voicemail message in response to an existing urgent or emergent admission such as a decision regarding a telecon, 14-day hold, or changes to an existing authorization

Option 3 – to leave a confidential voicemail to request a Medical Rehab review or extension

Option 4 – to check the status of an existing prior authorization including Dental or Durable Medical Equipment

Option 5 – to leave a confidential voicemail to request changes to an existing DME, medical supply, prosthesis, or orthosis prior authorization

Option 6 – to leave a confidential voicemail to request changes to an existing dental prior authorization

Option 7 – to leave a confidential voicemail for inquiries regarding renewal applications for the Breast and Cervical Cancer Prevention and Treatment Program

Option 8 – to leave a confidential voicemail for inquiries regarding shift nursing

OMAP/BFFSP Provider Enrollment

1-800-537-8862

Select option 2, option 4,

then one of the following options listed below

Mon–Fri 8 am – 4:30 pm

Option 1 – to check the status of a provider enrollment application including CHIP

Option 2 – for all other provider enrollment questions including CHIP

Fax: 717-265-8284

Email: RA-PROVAPP@pa.gov

Enrollment website information:

<http://www.dhs.pa.gov/provider/healthcaremedicalassistance/enrollmentinformation/>

<p><u>OMAP/BFFSP Intense Medical Case Management Unit</u></p> <ul style="list-style-type: none"> For individuals with complex needs and case management for catastrophic events 	<p>1-800-537-8862 Select option 2, option 5 Mon–Fri 8 am – 4:30 pm</p>
<p><u>OMHSAS Behavioral Health Inquiry Line</u></p> <p>Technical assistance for behavioral health providers (providers of Case Mgmt – MH; Family Based MH Svcs; MH Crisis Intervention & Peer Support); Counties, BH-MCOs related to provider enrollment, billing technical assistance and recipient/provider eligibility disputes.</p>	<p>1-800-433-4459 Mon-Fri 8 am-3:30 pm (Voicemail available)</p>
<p><u>Office of Long Term Living (OLTL) Provider Operations</u></p> <p>Assistance with nursing facility, ICF/ID, OLTL waivers, LIFE Program billing questions & general inquiries</p>	<p>1-800-932-0939 (remain on line for representative) Mon – Fri 9 am – 12 pm, 1 pm – 4 pm email: RA-ProviderOperation@pa.gov</p>
<p><u>OLTL Provider Enrollment & Certification</u></p> <p>Assistance with nursing facilities, ICF/IDs, OLTL waivers & LIFE provider enrollment</p>	<p>1-800-932-0939 Option 1 Mon – Fri 9 am – 12 pm, 1 pm – 4 pm email: RA-HCBSEnProv@pa.gov</p>
<p><u>OLTL Participant Operations</u></p> <p>Assistance with OLTL waiver service plan review, incident management, and complex participant issues</p>	<p>1-800-932-0939 Option 2 Mon – Fri 9 am – 12 pm and 1 pm – 4 pm</p>
<p><u>OLTL Nursing Facility DME/Preventable Serious Event (PSAE) Hotline</u></p> <p>Assists nursing facilities with issues related to exceptional grants, i.e., vent program and exceptional DME, PSAE reporting</p>	<p>1-877-299-2918 Mon – Fri 7:30 am – 5 pm</p>
<p><u>PA Provider Assistance Center (PROMISe Issues)</u></p> <p>For provider inquiries on electronic claims, transaction submissions, Provider Electronic (PES) software Automated Clearinghouse (ACH) & Electronic Funds Transfer (EFT) inquiries</p>	<p>1-800-248-2152 or 717-975-4100 Mon – Fri 8 am – 5 pm</p>
<p><u>Office of Developmental Programs (ODP) Claims Resolution</u></p> <p>Claims/billing inquiries for Consolidated waiver P/FDS waiver and ODP Base programs email: ra-odpclaimsres@pa.gov</p>	<p>1-866-386-8880 Mon – Thurs 8:30 am – 12 pm & 1 pm – 3:30 pm</p>
<p><u>ODP Provider Enrollment</u></p> <p>General ODP enrollment programs email: ra-odpproviderenroll@pa.gov</p>	<p>717-783-5141 (Fax) Mon – Fri 8 am – 5 pm</p>
<p><u>ODP Hotline</u></p>	<p>1-888-565-9435 TTY 1-866-388-1114</p>
<p><u>Health Information Technology (HIT)</u></p>	<p>Email: ra-mahealthit@pa.gov</p>

IMPORTANT ADDRESSES	
BFFS 180-Day Exception Unit DHS/OMAP 180-Day Exception PO Box 8042, Harrisburg PA 17105-8042	BFFS Enrollment DHS/OMAP PO Box 8045, Harrisburg PA 17105-8045
OLTL 180-Day Exception Unit DHS/OLTL 180-Day Exception Unit PO Box 8025, Harrisburg PA 17105-8025	OLTL Enrollment DHS/OLTL Provider Enrollment PO Box 8025, Harrisburg PA 17105-8025
OMHSAS Enrollment and 180-Day Exceptions (Specific to Case Mgmt – MH; Family Based MH Svcs; MH Crisis Intervention & Peer Support); DHS/OMHSAS/BPSU Enrollment or 180-Day Commonwealth Tower, 12th Floor 303 Walnut St Harrisburg PA 17101	OMHSAS Special Pharmaceutical Benefits Program Mental Health (SPBP-MH) DHS/OMHSAS/BPSU/SPBP-MH Commonwealth Tower, 12th Floor PO Box 2675 Harrisburg PA 17105-2675
Office of Child Development & Early Learning Early Intervention PROMISe™ Enrollment, 333 Market St, 6 th Fl, Harrisburg PA 17126 Email: RA-PWOCDELEIENROLL@pa.gov	
Non-Receipt of Check – Include Remittance Advice (RA) summary page & contact information Email request to: ra-PROMISeCheckStop@pa.gov Fax request to: 717-425-6572 Mail request to: Comptroller Operations Exceptions Processing Unit, Attn: PROMISe Payment Inquiry, 555 Walnut St, 9th Fl Forum Place, Harrisburg PA 17101	
Non-Receipt of RA – Include written request, provider number/type & copy of check. Request online: http://www.dhs.pa.gov/provider/frequentlyaskedquestions/checkpaymentsandremittanceadvicefrequentlyaskedquestions/ Mail request to: DHS MAMIS Library, Willow Oak Bldg Rm 41J, PO Box 2675, Harrisburg PA 17105-2675	
Paper Claims: DHS/OMAP, PO Box (see below), Harrisburg PA 17105 Claim Type/PO Box: CMS 1500/PO Box 8194; UB-04/PO Box 8150; Dental/PO Box 8015; Mental Health/PO Box 8081	

RECIPIENT CONTACTS	
Fee-for-Service Recipient Service Center	1-800-537-8862 Select option 1, option 2, then one of the following options listed below: Mon – Fri 8 am – 12:00 pm, 12:30 - 4:30 pm
Option 1 -To appeal an ACCESS service denial Option 2 -To speak with your Intense Medical Case Manager assigned to you. Option 3 -For questions related to your medical assistance, commonly known as ACCESS, benefits such as covered services, status of an existing prior authorization request, verification of third party resources, help with finding a provider, or assistance with medical bills	

PA Enrollment Services HealthChoices recipient assistance with MCO health plan and PCP selection	1-800-440-3989 Mon-Fri 8 am – 6 pm www.enrollnow.net	
OIM Recipient Hotline Assistance with MA eligibility, inquiries about assistance programs such as MA, SNAP (Food Stamps) & Low-Income Home Energy Assistance Program (LIHEAP)	1-800-692-7462 Mon-Fri 8 am-4:45 pm	
OIM Customer Service Center Case additions & changes directly to the CIS system Forms processing & document requests, application status and general information	1-877-395-8930 (Statewide) 1-215-560-7226 (Philadelphia) Mon – Fri 7:30 am – 5 pm	
ODP Customer Service Hotline	1-888-565-9435 TTY 1-866-388-1114	
OLTL Participant Help Line OLTL waiver participant general information	1-800-757-5042 Mon-Fri 8 am – 4 pm	
PHYSICAL HEALTH (PH) MANAGED CARE CONTACTS		
Lehigh/Capital HealthChoices Counties: Adams, Berks, Cumberland, Dauphin, Franklin, Huntingdon, Lancaster, Lebanon, Lehigh, Northampton, Perry, York		
	Members Services	Special Needs Unit
Aetna Better Health	1-866-638-1232 TTY 711	1-855-346-9828 TTY 711
AmeriHealth Caritas PA	1-888-991-7200 TTY 1-888-987-5704	1-800-684-5503 TTY 1-888-987-5704
Gateway Health Plan, Inc.	1-800-392-1147 TTY 711	1-800-642-3550 TTY 711
United Healthcare Community Plan	1-800-414-9025 TTY 711	1-877-844-8844 TTY 711
UPMC for You	1-800-286-4242 TTY 1-800-361-2629	1-866-463-1462 TTY 1-800-361-2629
New East HealthChoices Counties: Bradford, Carbon, Centre, Clinton, Columbia, Juniata, Lackawanna, Luzerne, Lycoming, Mifflin, Monroe, Montour, Northumberland, Pike, Schuylkill, Snyder, Sullivan, Susquehanna, Tioga, Union, Wayne & Wyoming		
Aetna Better Health	1-866-638-1232 TTY 711	1-855-346-9828 TTY 711
AmeriHealth Caritas Northeast	1-855-809-9200 TTY 1-888-987-5704	1-800-498-0766 TTY 1-888-987-5704
Geisinger	1-855-227-1302 TTY 711	1-855-214-8100 TTY 711
New West HealthChoices Counties: Cameron, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Mercer, Potter, Venango & Warren		
Aetna Better Health	1-866-638-1232 TTY 711	1-855-346-9828 TTY 711
AmeriHealth Caritas PA	1-888-991-7200 TTY 1-888-987-5704	1-800-684-5503 TTY 1-888-987-5704
Gateway Health Plan, Inc.	1-800-392-1147 TTY 711	1-800-642-3550 TTY 711
UPMC For You, Inc.	1-800-286-4242 TTY 1-800-361-2629	1-800-463-1462 TTY 1-800-2629

Southeast HealthChoices Counties: Bucks, Chester, Delaware, Montgomery, Philadelphia		
Aetna Better Health	1-866-638-1232 TTY 711	1-855-346-9828 TTY 711
Health Partners of Philadelphia Inc.	1-800-553-0784 TTY 1-877-454-8477	1-866-500-4571 TTY 215-849-1579
Keystone First Health Plan	1-800-521-6860 TTY 1-800-684-5505	1-800-573-4100 TTY 1-800-684-5505
United Healthcare Community Plan	1-800-414-9025 TTY 711	1-877-844-8844 TTY 711
Southwest HealthChoices Counties: Allegheny, Armstrong, Beaver, Bedford, Blair, Butler, Cambria, Fayette, Greene, Indiana, Lawrence, Somerset, Washington & Westmoreland		
Aetna Better Health	1-866-638-1232 TTY 711	1-855-346-9828 TTY 711
Gateway Health Plan, Inc.	1-800-392-1147 TTY 711	1-800-642-3550 TTY 711
United Healthcare Community Plan	1-800-414-9025 TTY 711	1-877-844-8844 TTY 711
UPMC For You Inc.	1-800-286-4242 TTY 1-800-361-2629	1-866-463-1462 TTY 1-800-361-2629

BEHAVIORAL HEALTH (BH) MANAGED CARE CONTACTS	
<u>Community Behavioral Health</u>	
• Philadelphia County	1-888-545-2600
<u>Community Care Behavioral Health Organization</u>	
• Adams & York Counties	1-866-738-9849
• Allegheny, Blair, Clinton, & Lycoming Counties	1-800-553-7499
• Berks County	1-866-292-7886
• Bradford, Cameron, Centre, Clarion, Clearfield, Columbia, Elk, Forest, Huntingdon, Jefferson, Juniata, McKean, Mifflin, Montour, Northumberland, Potter, Schuylkill, Snyder, Sullivan, Tioga, Union, Warren & Wayne Counties	1-866-878-6046
• Carbon, Monroe & Pike Counties	1-866-473-5862
• Chester County	1-866-622-4228
• Erie County	1-855-224-1777
▪ In Spanish – 1-866-229-3187	1-877-877-3580/TTY
• Lackawanna, Luzerne, Susquehanna & Wyoming Counties	1-866-668-4969
<u>Community Behavioral Healthcare Network of PA</u>	
• Bedford & Somerset Counties	1-866-773-7891
• Cumberland, Dauphin, Lancaster, Lebanon & Perry Counties	1-888-722-8646
• Franklin & Fulton Counties	1-866-773-7917
<u>Magellan Behavioral Health</u>	
• Bucks County	1-877-769-9784
• Cambria County	1-800-424-0485
• Delaware County	1-888-207-2911
• Lehigh County	1-866-238-2311
• Montgomery County	1-877-769-9782
• Northampton County	1-866-238-2312

Value Behavioral Health

- Armstrong County 1-877-688-5969
- Beaver County 1-877-688-5970
- Butler County 1-877-688-5971
- Crawford, Mercer & Venango Counties 1-866-404-4561
- Fayette County 1-877-688-5972
- Greene County 1-877-688-5973
- Indiana County 1-877-688-5974
- Lawrence County 1-877-688-5975
- Washington County 1-877-688-5976
- Westmoreland County 1-877-688-5977

CHIP MCO CONTACT INFORMATION

	<u>Member Services</u>	<u>Provider Services</u>
Aetna Better Health	1-800-882-2447 1-800-628-3323/TTY	1-800-638-1232
Capital Blue Cross	1-800-543-7101 1-800-242-4816/TTY	1-866-688-2242 (Professional) 1-800-753-1276 (Hospital, Facility, Ancillary)
Geisinger Health Plan	1-866-621-5235 711-TTY	1-866-621-5235
Health Partners Plans	1-888-888-1211 711-TTY	1-888-991-9023
Highmark	1-866-543-7105 1-877-323-8480/TTY	1-866-731-8080
Independence Blue Cross	1-800-464-5437 215-241-2622/TTY	1-800-275-2583
United Healthcare	1-800-414-9025 711-TTY	1-800-600-9007
UPMC	1-800-650-8762 1-800-361-2692/TTY	1-800-650-8762

OTHER IMPORTANT CONTACTS

Limited English Proficiency (LEP) – If you are enrolled in a Managed Care Plan (MCO), call the Special Needs Unit of your MCO for help. If you are not enrolled in an MCO, call the Bureau of Fee for Service for help.

- **1-866-872-8969** – Choose Option #1 for English, Option #2 for Spanish, Option #3 for Vietnamese, Option #4 for Cambodian, Option #5 for Russian, Option #6 for Mandarin Chinese or Option #7 for a sign language interpreter and leave a detailed voicemail message
- **TDD/TTY – PA Relay 711:** Give the operator the **1-866-872-8969** number to call, choose Option #7, leave a detailed voicemail message

Email: MA-Interpreter@state.pa.us

To Report MA Fraud & Abuse: 1-866-DHS-TIPS or 1-866-347-8477