



MEDICAL ASSISTANCE BULLETIN
COMMONWEALTH OF PENNSYLVANIA * DEPARTMENT OF PUBLIC WELFARE

SUBJECT

Expanded Hours of Operation for the Provider Services Toll-Free Inquiry Lines

BY

A handwritten signature in black ink, reading "Peg J. Dierkers".

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Deputy Secretary for Medical Assistance Programs

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ISSUE DATE: March 28, 2001

EFFECTIVE DATE: April 2, 2001

PURPOSE:

The purpose of this Bulletin is to notify all providers enrolled in the Medical Assistance (MA) Program that effective April 2, 2001, the Provider Services Inquiry Lines will be open from 8:00 a.m. to 4:30 p.m., Monday through Friday. Provider Services Representatives will be available until 5:00 p.m. to answer calls that are received prior to 4:30 p.m.

SCOPE:

This Bulletin applies to all providers enrolled in the MA Program who bill the Fee-for-Service (FFS) delivery system. Providers who are enrolled in and bill a Managed Care Organization (MCO) should call the MCO per the MCO's instructions.

BACKGROUND:

Currently, the FFS Provider Services Toll-Free Inquiry Lines are open Monday through Friday from 8:30 a.m. to 3:00 p.m. Due to the large volume of phone calls received from providers, the Department is expanding the hours of operation to accommodate this increased demand.

COMMENTS AND QUESTIONS REGARDING THIS BULLETIN SHOULD BE DIRECTED TO:

The appropriate toll-free inquiry line for your provider type:

- Practitioner Services Unit - 1-800-537-8862
- Pharmacy/Ancillary Unit - 1-800-537-8861 or 1-800-932-0938
- Inpatient Unit - 1-800-822-2901

Visit the Office of Medical Assistance Programs website at www.dpw.state.pa.us/omap.