



PROVIDER QUICK TIPS

#41

Medical Assistance Desk Reference Updated April 2021

PROVIDER CONTACTS

Eligibility Verification**1-800-766-5387**

Provides verification of MA eligibility & plan information

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: <https://www.dhs.pa.gov/providers/Pharmacy-Services/Pages/default.aspx>**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

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DEPARTMENT OF HUMAN SERVICES



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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/>

OMAP/BFFSP Intense Medical Case Management Unit

1-800-537-8862

Select option 2, option 5

Mon–Fri 8 am – 4:30 pm

- For individuals with complex needs and case management for catastrophic events

OMHSAS/Business Partner Support Unit

- If there is a question regarding provider enrollment applications or the provider enrollment process, please contact OMAP using the following contact information: **OMAP Inquiry Line: 1-800-537-8862, option 2, option 4.**
- If there is a question for OMHSAS regarding provider enrolment or billing technical assistance specific to Case Mgmt-MH; Family Based MH Svcs; MH Crisis Intervention & Peer Support, please contact us at: **OHMSAS Email: RA-PWSERVICES@pa.gov**
- OMHSAS Division of Systems Management – HealthChoices website. This site is intended for the use of OMHSAS Behavioral Health business partners operating within HealthChoices: <http://www.healthchoices.pa.gov/providers/resources/hcsysmgmt/index.htm>
- For recipient Behavior Health Management Care eligibility discrepancies, please contact us at: **OHMSAS email: RA-PWELIGDISCREPANCY@pa.gov**
- For OMHSAS Special Pharmaceutical Benefits Program Mental Health (SPBP-MH) inquiries, contact us at: **OMHSAS Consumer Information Line: 1-877-356-5355; Select Option 2 or by Email: RA-PWSPBPMH@pa.gov**

Office of Long Term Living (OLTL) Provider Operations

Assistance with nursing facility, ICF/ID, OLTL waivers, LIFE Program billing questions & general inquiries

1-800-932-0939

Option 2

Mon – Fri 9 am – 12 pm, 1 pm – 4 pm

Email: RA-ProviderOperation@pa.gov

OLTL Provider Enrollment & Certification

Assistance with nursing facilities, ICF/IDs, OLTL waivers & LIFE provider enrollment

1-800-932-0939

Option 1

Mon – Fri 9 am – 12 pm, 1 pm – 4 pm

Email: RA-HCBSEnProv@pa.gov

OLTL Participant Operations

Assistance with OLTL waiver participants experiencing issues with transition, enrollment, selection of provider and/or the CHC MCOs, assessments, critical incident management or questions/concerns about the Life program.

1-800-757-5042

TTY 1-833-371-3112

Mon – Fri 9 am – 12 pm and 1 pm – 4 pm

Closed on state holidays

Email: RA-PWDPOhelpline@pa.gov



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<u>OLTL Nursing Facility DME/Preventable Serious Event (PSAE) Hotline</u>	1-877-299-2918 Mon – Fri 7:30 am – 5 pm Email: RA-NHT@pa.gov
Assists nursing facilities with issues related to exceptional grants, i.e., vent program and exceptional DME, PSAE reporting	
<u>PA Provider Assistance Center (PROMISe Issues)</u>	1-800-248-2152 or 717-975-4100 Mon – Fri 8 am – 5 pm
For provider inquiries on electronic claims, transaction submissions, Provider Electronic (PES) software Automated Clearinghouse (ACH) & Electronic Funds Transfer (EFT) inquiries	
<u>Office of Developmental Programs (ODP) Claims Resolution</u>	1-866-386-8880 Mon – Thurs 8:30 am – 12 pm & 1 pm – 3:30 pm Email: RA-odpclaimsres@pa.gov
Claims/billing inquiries for Consolidated waiver P/FDS waiver and ODP Base programs	
<u>ODP Provider Enrollment</u>	717-783-5141 (Fax) Mon – Fri 8 am – 5 pm Email: ra-odpproviderenroll@pa.gov
General ODP enrollment programs	
<u>ODP Customer Service</u>	1-888-565-9435 TTY 1-866-388-1114
Bureau of Supports for Autism and Special Populations	1-866-539-7689

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 Email: RA-PWSPBPMH@pa.gov
Office of Child Development & Early Learning Early Intervention PROMISe™ Enrollment, 333 Market St, 6 th Fl, Harrisburg PA 17126 Email: ra-ocdintervention@pa.gov	



PROVIDER QUICK TIPS



Non-Receipt of Check – Include Remittance Advice (RA) summary page & contact information

Email request to:

Fee for Service Providers: RA-PWFFS-PGA@pa.gov

Office of Developmental Programs: RA-PWODPPROMISECKSP@pa.gov

Office of Long Term Living: RA-ProviderOperation@pa.gov

Non-Receipt of RA – Include written request, provider number/type & copy of check.

Request online:

<https://appengine.egov.com/apps/pa/DHS/Request-Duplicate-Remittance-Advice>

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

MCO 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

COMPASS/Benefit Helpline

1-800-692-7462

Mon-Fri 8 am-4:45 pm

Assistance with MA eligibility, inquiries about assistance programs such as MA, SNAP (Food Stamps) & Low-Income Home Energy Assistance Program (LIHEAP)

OIM Customer Service Center

1-877-395-8930 (Statewide)

1-215-560-7226 (Philadelphia)

Mon – Fri 7:30 am – 5 pm

Case additions & changes directly to the CIS system

Forms processing & document requests, application status and general information

ODP Customer Service Hotline

1-888-565-9435

TTY 1-866-388-1114



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**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	1-888-991-7200 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



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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

COMMUNITY HEALTH CHOICES (CHC) MANAGED CARE CONTACTS		
All Counties		
	<u>Participant Services</u>	<u>Provider Services</u>
UPMC Community Health Choices	1-844-833-0523 TTY 711	1-844-860-9303 TTY 711
Pennsylvania Health and Wellness	1-844-626-6813 TTY 1-844-349-8916	1-844-626-6813 TTY 1-844-349-8916
Southwest, New East, New West, Central Community Health Choices Counties: All Counties <u>except</u>: Bucks, Chester, Delaware, Montgomery and Philadelphia		
AmeriHealth Caritas Pennsylvania CHC	1-855-235-5115 TTY 1-855-235-5112	1-800-521-6007
South East: Bucks, Chester, Delaware, Montgomery, and Philadelphia		
Keystone First	1-855-332-0729 TTY 1-855-235-4976	1-800-521-6007



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BEHAVIORAL HEALTH (BH) MANAGED CARE CONTACTS

Community Behavioral Health

- Philadelphia County **1-888-545-2600**

Community Care Behavioral Health Organization

- 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 **1-866-668-4696**

PerformCare Behavioral Health (Community Behavioral Healthcare Network of PA)

Member Services

- Cumberland, Dauphin, Lancaster, Lebanon & Perry Counties **1-888-722-8646**
- Franklin & Fulton Counties **1-866-700-7370**

PerformCare Behavioral Health (Community Behavioral HealthCare Network of PA)

- Provider Services **1-888-700-7370**

Magellan Behavioral Health

- 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**

Value Behavioral Health Provider Services

1-877-615-8503





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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
<p>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.</p> <ul style="list-style-type: none"> • 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 <p>Email: MA-Interpreter@state.pa.us</p> <p>To Report MA Fraud & Abuse: 1-800-932-0582</p>

Thank you for your service to our MA recipients.
 We value your participation.
 Check the Department's website often at: www.dhs.pa.gov.

