



Medical Assistance Desk Reference Updated April 2023

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 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





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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 enrollment 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/hcsysgmt/index.htm>
- For recipient Behavior Health Managed 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**

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

Office of Long-Term Living (OLTL) Participant Helpline

Assistance with OLTL waiver participants reporting complaints/inquiries for Act 150, OBRA, CHC and LIFE programs or individuals enrolling into one of OLTL Programs for follow up and resolution.

1-800-757-5042

TTY 1-833-371-3112

Mon – Fri 9 am – 12 pm, 1 pm – 4 pm

Email: RA-PHWBPOHELPLINE@pa.gov

Office of Long-Term Living (OLTL) Critical Incident Management

For assistance or questions regarding Incident Management or critical incident reports

Email: RA-OLTL_EIMimplement@pa.gov

OLTL Nursing Facility DME/Preventable Serious Event (PSAE) Hotline

Assists nursing facilities with issues related to exceptional grants, i.e., vent program and exceptional DME, PSAE reporting

1-877-299-2918

Mon – Fri 7:30 am – 5 pm

Email: RA-NHT@pa.gov

PA Provider Assistance Center (PROMISe Issues)

For provider inquiries on electronic claims, HIPAA transaction submissions, Automated Clearinghouse (ACH) & Electronic Funds Transfer (EFT) inquiries, technical assistance for the provider portal.

1-800-248-2152 or 717-975-4100

Mon – Fri 8 am – 5 pm



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Office of Developmental Programs (ODP) Claims Resolution Claims/billing inquiries for Consolidated waiver P/FDS waiver and ODP Base programs	1-866-386-8880 Mon – Thurs 8:30 am – 12 pm & 1 pm – 3:30 pm Email: RA-odpclaimsres@pa.gov
ODP Provider Enrollment General ODP enrollment programs Email: RA-odpproviderenroll@pa.gov	717-783-5141(Fax) Mon – Fri 8 am – 5 pm
ODP Customer Service Bureau of Supports for Autism and Special Populations	1-888-565-9435 TTY 1-866-388-1114 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	OLTLEnrollment DHS/OLTL Provider Enrollment PO Box 8025, Harrisburg PA 17105-8025
OMHSAS 180-Day Exceptions (Specific to Case Mgmt – MH; Family Based MH Svcs; MH Crisis Intervention & Peer Support); DHS/OMHSAS/BPSU 180-Day Review 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-ocdintervention@pa.gov	
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	



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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

Fee-for-Service Recipient Service Center

1-800-537-8862

Mon – Fri 8 am – 12:00 pm, 12:30 - 4:30 pm

Select option 1, option 2, then one of the following options listed below:

Option 1-To appeal an ACCESS service denial

Option 2-To speak with the 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

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/Benefits Helpline

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**



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Lehigh/Capital HealthChoices Counties: Adams, Berks, Cumberland, Dauphin, Franklin, Huntingdon, Lancaster, Lebanon, Lehigh, Northampton, Perry, York		
HealthChoices Physical Health Plans	Member Services Phone Numbers	Special Needs Units Phone Numbers
AmeriHealth Caritas Pennsylvania	Phone: 888-991-7200 TTY: 888-987-5704	Phone: 800-684-5503 TTY: 888-987-5704
Geisinger Health Plan	Phone: 855-227-1302 TTY: 711	Phone: 855-214-8100 TTY: 711
Health Partners Plans	Phone: 800-553-0784 TTY: 877-454-8477	Phone: 866-500-4571 TTY: 215-849-1579
Highmark Wholecare	Phone: 800-392-1147 TTY: 711	Phone: 800-642-3550 TTY: 711
UPMC For You, Inc.	Phone: 800-286-4242 TTY: 800-361-2629	Phone: 866-463-1462 TTY: 800-361-2629
Northeast HealthChoices Counties: Bradford, Carbon, Centre, Clinton, Columbia, Juniata, Lackawanna, Luzerne, Lycoming, Mifflin, Monroe, Northumberland, Pike, Schuylkill, Snyder, Sullivan, Susquehanna, Tioga, Union, Wayne & Wyoming		
HealthChoices Physical Health Plans	Member Services Phone Numbers	Special Needs Units Phone Numbers
AmeriHealth Caritas Northeast	Phone: 855-809-9200 TTY: 855-859-4109	Phone: 888-498-0766 TTY: 855-859-4109
Geisinger Health Plan	Phone: 855-227-1302 TTY: 711	Phone: 855-214-8100 TTY: 711
Health Partners Plans	Phone: 800-553-0784 TTY: 877-454-8477	Phone: 866-500-4571 TTY: 215-849-1579
UPMC for You, Inc.	Phone: 800-286-4242 TTY: 800-361-2629	Phone: 866-463-1462 TTY: 800-361-2629
Northwest HealthChoices Counties: Cameron, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Mercer, Potter, Venango & Warren		
HealthChoices Physical Health Plans	Member Services Phone Numbers	Special Needs Units Phone Numbers
AmeriHealth Caritas Pennsylvania	Phone: 888-991-7200 TTY: 888-987-5704	Phone: 800-684-5503 TTY: 888-987-5704
Geisinger Health Plan	Phone: 855-227-1302 TTY: 711	Phone: 855-214-8100 TTY: 711





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UPMC For You, Inc.	Phone: 800-286-4242 TTY: 800-361-2629	Phone: 866-463-1462 TTY: 800-361-2629
Health Partners Plans	Phone: 800-553-0784 TTY: 877-454-8477	Phone: 866-500-4571 TTY: 215-849-1579
Southeast HealthChoices Counties: Bucks, Chester, Delaware, Montgomery, Philadelphia		
HealthChoices Physical Health Plans	Member Services Phone Numbers	Special Needs Units Phone Numbers
Geisinger Health Plan	Phone: 855-227-1302 TTY: 711	Phone: 855-214-8100 TTY: 711
Health Partners Plans	Phone: 800-553-0784 TTY: 877-454-8477	Phone: 866-500-4571 TTY: 215-849-1579
Keystone First	Phone: 800-521-6860 TTY: 800-684-5505	Phone: 800-573-4100 TTY: 800-684-5505
United Healthcare Community Plan	Phone: 800-414-9025 TTY: 711	Phone: 877-844-8844 TTY: 711
UPMC For You, Inc.	Phone: 800-286-4242 TTY: 800-361-2629	Phone: 866-463-1462 TTY: 800-361-2629
Southwest HealthChoices Counties: Allegheny, Armstrong, Beaver, Bedford, Blair, Butler, Cambria, Fayette, Greene, Indiana, Lawrence, Somerset, Washington & Westmoreland		
HealthChoices Physical Health Plans	Member Services Units Phone Numbers	Special Needs Phone Numbers
AmeriHealth Caritas Pennsylvania	Phone: 888-991-7200 5503 TTY: 888-987-5704	Phone: 800-684- TTY: 888-987-5704
Geisinger Health Plan	Phone: 855-227-1302 8100 TTY: 711	Phone: 855-214- TTY: 711
Health Partners Plans	Phone: 800-553-0784 TTY: 877-454-8477	Phone: 866-500-4571 TTY: 215-849-1579
Highmark Wholecare	Phone: 800-392-1147 TTY: 711	Phone: 800-642-3550 TTY: 711
UPMC For You, Inc.	Phone: 800-286-4242 TTY: 800-361-2629	Phone: 866-463-1462 TTY: 800-361-2629

COMMUNITY HEALTH CHOICES (CHC) MANAGED CARE CONTACTS

All Counties

Participant Services

Provider Services



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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 except: Bucks, Chester, Delaware, Montgomery and Philadelphia		
AmeriHealth Caritas Pennsylvania CHC	1-855-235-5115 TTY 1-855-235-5112	1-800-521-6007
Southeast: Bucks, Chester, Delaware, Montgomery, and Philadelphia		
Keystone First	1-855-332-0729 TTY 1-855-235-4976	1-800-521-6007
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/
• Lackawanna, Luzerne, Susquehanna & Wyoming Counties		TTY1-866-668-4696
<u>PerformCare Behavioral Health</u> (Community Behavioral Healthcare Network of PA)		
<u>Member Services</u>		
• Cumberland, Dauphin, Lancaster, Lebanon & Perry Counties		1-888-722-8646
• Franklin & Fulton Counties		1-888-700-7370
<u>PerformCare Behavioral Health</u> (Community Behavioral Healthcare Network of PA)		
<u>Provider Services</u>		
		1-888-700-7370



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Magellan Behavioral Health Member Services

- 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

Magellan Behavioral Health Provider Services

- Bucks County 1-877-769-9779
- Cambria County 1-800-424-0485
- Delaware County 1-800-686-1356
- Lehigh/Northampton County 1-866-780-3368
- Montgomery County 1-877-769-9779

Value Behavioral Health Member Services

- 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 1-877-688-5969
- 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

CHIP MCO CONTACT INFORMATION

	<u>Member Services</u>	<u>Provider Services</u>
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



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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@pa.gov

To Report MA Fraud & Abuse: **1-800-932-0582**

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



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