



PROVIDER QUICK TIPS

#206

Medical Assistance Phone Options Update

As of July 13, 2017, providers calling the Office of Medical Assistance Programs (OMAP) will have new options to choose from when contacting the office.

Below is an updated Medical Assistance (MA) Desk Reference list. Please note, the options below are only updated for contacting Fee-For-Service (FFS) call centers. Updates to all other program office phone options will be announced.

Office of Medical Assistance Programs – Fee-for-Service Contacts

Pharmacy Services Provider Call Center

1-800-537-8862 Select option 3, then option 1, option 1, option 2

Mon–Fri 8 am – 4:30 pm

- FFS Outpatient pharmacy billing questions
- FFS Outpatient pharmacy prior authorizations

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

Fee-for-Service Provider Service Center (excludes pharmacy)

1-800-537-8862 Select option 3, then option 1, option 1, option 3, option 1, option 1

Mon–Fri 8 am – 4:30 pm

- All inpatient & outpatient billing inquiries including dental
- General questions about prior authorization including status updates, and billing inquiries

Fee-for-Service Prior Authorization:

1-800-537-8862 Select option 3, then option 1, option 1, option 5, option 1

(then see various options below)

Option 1 – for home health, hyperbaric, elective inpatient/outpatient procedures, place of service review, or advanced radiologic imaging service

Option 2 – for rehab reviews – **(leave a voicemail)**

Option 3 – to check status of prior authorizations including dental, shift nursing, PE/PSR, DME/medical supplies, urgent or emergent inpatient admissions, or BCCPT

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





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Fee-for-Service Provider Enrollment

1-800-537-8862 Select option 3, then option 1, option 1, option 4

Mon–Fri 8 am – 4:30 pm

- Assistance with MA and CHIP enrollment, MA and CHIP enrollment file maintenance, and general MA and CHIP enrollment questions

Fax: 717-265-8284

email: RA-PROVAPP@pa.gov

Enrollment website information:

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

Intense Medical Case Management Unit

1-800-537-8862 Select option 3, then option 1, option 1, option 6 (for providers)

1-800-537-8862 Select option 1, then option 2, option 5, option 2 (for recipients)

Mon–Fri 8 am – 4:30 pm

- Assistance for individuals with complex needs & case management for catastrophic events
- Individuals in need of one-on-one support with a registered nurse

Fee-for-Service Recipient Service Center

1-800-537-8862 Select option 1, then option 2, option 5, option 3

Mon – Fri 8 am – 4:30 pm

- Answers to questions about MA coverage, medical bills, finding a dentist or other provider, prior authorization requests, 3rd party liability verification, client reimbursements, and appeals notice

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