

Mail claims to:

CMS-1500
PO Box 1412
Columbia, SC 29202-1412

UB-04
PO Box 1458
Columbia, SC 29202-1458

Pharmacy
PO Box 8565
Columbia, SC 29202-8565

Nursing Homes
PO Box 100122
Columbia, SC 29202-1002

**Optional State Supplementation (OSS)/
Hospice: NF Room & Board**
PO Box 67
Columbia, SC 29202-0067

Mail others applicable documents to:

SC Healthy Connections Medicaid
PO Box 8809
Columbia, SC 29202-8809



QUICK CONTACT LIST
(Updated: April 2014)

South Carolina Department of Health & Human Services
PO Box 8206
Columbia, SC 29202-8206
(803) 898-2500
www.scdhhs.gov

SCDHHS Medicaid Provider Service Center
(PSC) 1-888-289-0709
(Monday – Friday from 7:30am – 5pm)

PSC customer service representatives are available to assist providers with claim inquiries, provider issues, Web Tool signup and support; Trading Partner Agreements; Change of address and updates; Ordering provider manuals; Provider workshop schedules and registration and general customer service needs.

Providers can also submit online inquiries at
<http://scdhhs.gov/contact-us>.

Select from the following menu options:

- 1) Medicaid Electronic Data Interchange (EDI) Support Center**
PO Box 17
Columbia, SC 29202
- 2) Eligibility/Claim Information/Prior Authorizations**
- 3) Nursing Home/OSS/Hospice**
- 4) Provider Enrollment & Education/ 1099 Payment Information**
PO Box 8809
Columbia, SC 29202-8809
Fax: (803) 870-9022
- 5) Third Party Liability Services**

Checking/verifying eligibility

Refer to the SC Medicaid Web Based Claims Submission Tool (available 24 hours a day/ 7 days a week)

Medicaid information for beneficiaries

1-888-549-0820

Reporting fraud

Medicaid Fraud & Abuse

1-888-364-3224

Forms

To order DHHS forms - email forms@scdhhs.gov

Eligibility Issues

(803) 898-2635

Ordering provider manuals

Provider Enrollment & Education

Email: manuals@scdhhs.gov

Downloading provider manuals

www.scdhhs.gov

Provider workshop schedules and registration;

Training materials

MedicaideLearning.com

Applying for a National Provider Identifier (NPI)

<https://nppes.cms.hhs.gov> / 1-800-465-3203

Dental Claims (Processing of dental claims & inquiries)

www.dentaquest.com / DentaQuest 1-888-307-6553

Recovery and third-party liability-related adjustments

Medicaid Insurance Verification Services

PO Box 101110

Columbia, SC 29211-9804

(888) 289-0709, option 5

Fax: (803) 252-0870

Health Insurance Premium Payment Project

(803) 264-6847

Fax: (803) 462-2580

Non-emergency Medical Transportation

LogistiCare 1-866-420-6231

Appeals (accompanied by required documentation)

Division of Appeals and Hearings

Department of Health and Human Services

PO Box 8206

Columbia, SC 29202-8206

Quality Improvement Organization (QIO)

Medical Review Prior Authorization

Keystone Peer Review Organization, Inc. (KePRO)

Phone: 1-855-326-5219

Fax: 1-855-300-0082

Email: atrezzoissues@Keepro.com

ICORE Healthcare, LLC (ICORE)

Website: www.icorehealthcare.com

Phone: 1-800-424-8219

Fax: 1-888-656-6671

Managed Care Resources

(Refer to the SCDHHS website link below for current contact information.)

<https://msp.scdhhs.gov/managedcare/resource/managed-care-health-plan-contact-information>