

**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 other applicable documents to:**

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

**Other important addresses:**

Medicaid Electronic Data Interchange (EDI) Support Center  
PO Box 17  
Columbia, SC 29202

Provider Enrollment & Education/ 1099 Payment Information  
PO Box 8809  
Columbia, SC 29202-8809  
Fax: (803) 870-9022



**QUICK CONTACT List**

**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 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>.*

**(PSC) 1-888-289-0709**

Monday – Thursday from 7:30am – 5pm  
Friday 8:30am -5pm

Select from the following menu options:

- 1- Medicaid Electronic Data Interchange (EDI) Support Center**
- 2- Eligibility/Claim Information/Prior Authorizations**
- 3- Nursing Home/OSS/Hospice**
- 4- Provider Enrollment & Education/ 1099 Payment Information**
- 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

## **Downloading provider manuals**

www.scdhhs.gov

## **Provider workshop schedules, registration and 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](http://www.dentaquest.com) / DentaQuest 1-888-307-6553

## **Recovery & 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**

Modivcare 1-866-420-6231

## **Appeals (including required documentation)**

### **Division of Appeals and Hearings**

Department of Health and Human Services  
PO Box 8206  
Columbia, SC 29202-8206

## **Medical Review Prior Authorization**

### **Acentra Health**

Phone: 1-855-326-5219  
Fax: 1-855-300-0082  
Email: [scproviderissues@kepro.com](mailto:scproviderissues@kepro.com)

### **Prime Therapeutics**

Website: [SCprovidersupport@primetherapeutics.com](mailto:SCprovidersupport@primetherapeutics.com)  
Phone: 1-800-549-0820

## **Managed Care Organizations (MCOs)**

### **Prior Authorization Requests:**

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

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