



State of California-Health and Human Services Agency
Department of Health Services



ARNOLD SCHWARZENEGGER
Governor

March 16, 2004

CHDP Provider Information Notice No.: 04-06

CORRECTED VERSION

TO: CHILD HEALTH AND DISABILITY PREVENTION (CHDP) PROGRAM PROVIDERS

SUBJECT: TELEPHONE SERVICE CENTER AT MEDI-CAL FISCAL INTERMEDIARY

Attached is a flyer that provides information regarding the Medi-Cal Fiscal Intermediary's new Telephone Service Center (TSC). The TSC consolidates the Provider Support Center and other Help Desks for various programs and services under one telephone number. Though not identified on the flyer, this one telephone number also applies to the Child Health and Disability Prevention (CHDP) Program.

In addition to consolidating the various Help Desks, the TSC offers a number of additional benefits as outlined in the flyer. Please disregard any CHDP Help Desk numbers you have used in the past and begin using the TSC number immediately.

Your continuing participation in the CHDP program is greatly appreciated. If you have any questions, please contact your local CHDP program.

Original signed by Maridee A. Gregory, M.D.

Maridee A. Gregory, M.D., Chief
Children's Medical Services Branch

Telephone Service Center

Medi-Cal is Now Better Able to Serve You with a New Telephone Service Center (TSC)

The TSC consolidates the Provider Support Center and other Help Desks and services under one convenient number. In just one phone call this comprehensive service center will connect you with the Medi-Cal resources you need! Fast and accurate issue resolution and immediate processing of orders and appointments are the TSC goals.

One Number for Services and Help Desks

In-state providers can dial 1-800-541-5555 for the following services and help desks (border providers and out-of-state billers billing for in-state providers, call [916] 636-1200):

- California Children's Services (CCS) and Genetically Handicapped Persons Program (GHPP) – previously the CSS/GHPP Help Desk at 1-800-541-7747
- Health Access Programs (HAP) – previously the HAP Hotline at 1-800-257-6900
- Computer Media Claims (CMC) – previously the CMC Help Desk at (916) 636-1100
- Point of Service (POS) Network and Internet (POS/Internet) – previously the POS/Internet Help Desk at 1-800-427-1295
- Spanish prompt options and bilingual operators
- Telecommunications Device for the Deaf (TDD) (the direct line for TDD is 1-866-784-2595)

New Benefits

The benefits of your TSC call include the following:

- Your provider history is available for quick reference. All necessary correspondence and claims, including attachments, can be efficiently researched by the operator during your call.
- You can request an appointment for a representative to visit your facility for hands-on billing assistance.
- You can make a reservation to attend any of our Medi-Cal seminars or satellite training events.
- Your request for provider manuals, enrollment forms and claim forms will be quickly processed and your order will be tracked to provide shipping status.
- Your TSC inquiry can be followed up on the Web! If the issue you are calling about requires further research, you can check the status of your inquiry on the Medi-Cal Web site. The issue number you receive during your TSC call can be used on the [Transaction Services](#) page to determine if your issue is open and pending resolution, or if it is closed and resolved (after logging on to Transaction Services, click "Perform automated Provider Services," then "Perform Issue Status Inquiry").

Listen for new service options when you call TSC.

Get to the services you need *faster!*

Throw away separate Help Desk numbers!
Everything is now under one number:
1-800-541-5555

Check the status of your inquiry on the Transaction Services Web page.