

DEPARTMENT OF HEALTH SERVICES

714/744 P Street
P.O. Box 942732
Sacramento, CA 94234-7320
(916) 657-0258



September 22, 2000

TO: All County Welfare Directors
All County Administrative Officers
All County Medi-Cal Program Specialists/Liaisons
All County Public Health Directors
All County Mental Health Directors

Letter No.: 00-49

INFORMATIONAL TELEPHONE NUMBERS UPDATE

The Department of Health Services (DHS), Third Party Liability Branch (TPL) maintains a toll-free telephone number for Medi-Cal beneficiaries who have questions regarding other health coverage. This letter is to notify the counties of the enhanced and improved call management system for the Medi-Cal toll-free Wide Area Telephone System (WATS), at 1-800-952-5294. It also provides county staff with an updated list of Medi-Cal information telephone numbers distinguishing clearly between numbers to give to providers and numbers to give to beneficiaries.

The number of calls to the TPL toll-free line has recently surpassed the original system's capabilities, causing difficulties for beneficiaries. DHS realizes the importance of the telephone system and has enhanced and expanded the WATS to improve customer service.

The purpose of the new TPL, WATS is to assist Medi-Cal beneficiaries with questions regarding other health insurance only. Please direct beneficiaries and providers to the WATS with questions regarding the following:

- Medi-Cal Notice of Overpayments. Medicare Parts A and B
- Consolidated Omnibus Budget Reconciliation Act Terminations
- The Health Insurance Premium Payment Program
- Other Health Coverage

The enclosed telephone listing provides telephone numbers to be given to beneficiaries and providers for questions regarding the Medi-Cal program. Use caution when directing beneficiaries to the telephone numbers listed on the following enclosure. The provider telephone numbers are for providers only; beneficiaries misdirected to these wrong telephone numbers causes frustration on the behalf of the beneficiary and unnecessary cost if the telephone number is not toll free.



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If you have any questions regarding the Other Health Coverage telephone numbers or toll-free line, please call Ms. Linda Rivera, Chief, Health Insurance Identification Unit, at (916) 323-1799. If you any questions regarding the telephone listing, please call Ms. Vicki Partington of my staff at (916) 654-5909.

Sincerely,

ORIGINAL SIGNED BY

Glenda Arellano, Acting Chief
Medi-Cal Eligibility Branch

Enclosures

BENEFICIARIES REFERRAL TELEPHONE NUMBERS

AIDS Hotline

Northern California	1-800-367-2437
Southern California	1-800-922-2437
Office of AIDS	
Non Medi-Cal Services for person with Aids	916-324-6782

Baby-Cal

1-800-222-9999

Beneficiary Billing Inquiries

Dental	1-800-322-6384
Electronic Data Systems (EDS), for Medi-Cal bills	916-636-1980

Healthy Families

1-800-880-5305

Medi-Cal Fraud

Beneficiary Fraud	
Northern California	1-800-822-6223
Southern California	1-800-822-6222
Provider Fraud and Patient Abuse	
Northern California	1-800-722-0432
Southern California	213-897-2023

Medi-Cal General Information

For Information on Medi-Cal benefits, programs, the application process, and questions regarding county of residence refer beneficiaries to their local County Social Services Office listed in the white government pages of the telephone directory.

Los Angeles County-Case Complaint, Inquiry, Referral	213-639-6300
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San Diego County Public Assistance Information	858-514-6885
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For information regarding services provided under the Medi-Cal program, refer beneficiaries to the rendering provider.

Department of Social Services (DSS) Public Inquiry and Response (PIAR)	1-800-952-5253
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BENEFICIARIES REFERRAL TELEPHONE NUMBERS

Medi-Cal Managed Care/Prepaid Health Plans

To enroll, or disenroll 1-800-430-4263

**To file a “plan specific” complaint, refer beneficiaries to their specific health plan.
If not satisfied, refer beneficiaries to The State Office of The Ombudsman.**
1-888-452-8609

MEDICARE

**Medigap and Medicare Supplement Information
and general Medicare information** 1-800-MEDICARE
Medicare Part A and B Buy-In 916-323-9693

State Hearings DSS, PIAR 1-800-952-5253

Supplemental Security Income (SSI), Social Security Administration (SSA)

General Information 1-800-MEDICARE

Third Party Liability Branch

Recovery Section

**(Medi-Cal Casualty, Personal Injury, Probate, Estate, Liens, Worker’s
Compensation, and Overpayments)** (916)-322-0522
(916)-322-0521

Other Health Coverage (OHC)

OHC, Medi-Cal Eligibility Data System (MEDS) coding errors
Coding errors 1-800-952-5294
Cobra terminations 1-800-952-5294
Health Insurance Premium Payment Program (HIPP) 1-800-952-5294
Medicare Part A and B Buy-In 916-323-9693

PROVIDER REFERRAL TELEPHONE NUMBERS**Dental Contract Questions**

**Delta Dental, Denti-Cal
General questions and billing information 1-800-423-0507**

General Information

**Electronic Data Systems (EDS)
General Questions and Billing Information 1-800-541-5555**

**Obstetrics or the Comprehensive Perinatal
Services Program 1-800-257-6900**

**California Children's Services/Genetically
Handicapped Persons Program 1-800-541-7747**

Medicare Buy-In

Notices of Overpayment 1-800-952-5294

Out-of-State Authorization for Treatment

**Department of Health Services (DHS),
Field Services Section 415-904-9600**

Out-of-State Provider Billing

**EDS 916-636-1000 or
916-636-1960**

Provider Enrollment (Including Out-of-State Providers)

**DHS, Payment Systems Division (PSD),
Provider Services Information Unit 916-323-1945**