

DEPARTMENT OF HEALTH SERVICES

714/744 P Street
P.O. Box 942732
Sacramento, CA 94234-7320
(916) 657-2941



February 16, 2000

Medi-Cal Eligibility Branch Information Letter No.: I 00-03

TO: All County Welfare Directors
All County Medi-Cal Program Specialists/Liaisons
All County MEDS Coordinators

INFORMATIONAL TELEPHONE NUMBERS UPDATE

The enclosed is an updated list of telephone numbers distinguishing clearly between numbers to give to providers and numbers to give to beneficiaries. I encourage you to give this listing to your eligibility workers for their use. However, please use caution when giving numbers to beneficiaries to prevent calls going to the incorrect office. Many misdirected calls are long distance creating unnecessary costs for the beneficiary and frustration in obtaining answers or resolution to problems.

I appreciate your cooperation in trying to help us make the beneficiary's interaction with the Medi-Cal program a positive one.

If you have any questions regarding these numbers, please call Ms. Denise Vargas of the Medi-Cal Eligibility Branch at (916) 657-0258.

Sincerely,

ORIGINAL SIGNED BY

Angeline Mrva, Chief
Medi-Cal Eligibility Branch

Enclosure



THESE NUMBERS CAN BE GIVEN TO PROVIDERS OR USED TO ANSWER PROVIDER QUESTIONS. PLEASE DO NOT GIVE THESE NUMBERS TO BENEFICIARIES.

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
prompt "0"

Out-of-State Authorizations for Treatment

- DHS, Field Services Section (415) 904-9600

Out-of-State Provider Billing

- Electronic Data Systems (EDS)
(EDS Front Desk) (916) 636-1000 or
(916) 636-1960

Provider Enrollment (Including Out-of-State Providers)

- DHS, PSD, Provider Services Information Unit (916) 323-1945

Dental Contract Questions

- DHS, PSD, Dental Contract Section (916) 464-3888
- Delta Dental, Denti-Cal 1 (800) 423-0507
General questions and billing information

THESE NUMBERS CAN BE USED TO ANSWER BENEFICIARY QUESTIONS OR CAN BE GIVEN TO THE BENEFICIARY.

Medi-Cal General Information

- County of Residence of Applicant, Beneficiary, or Interested Party. For Information regarding eligibility for receipt of Medi-Cal services. Call the County Social Services Offices
- L.A. County-Case Complaint, Inquiry, Referral (213) 639-6300
- San Diego County Public Assistance information (619) 514-6885
- For information regarding services provided under the Medi-Cal program (Call provider rendering service)
- Department of Social Services (DSS) – General Info Line (916) 657-3661
- Public Inquiry and Response (PIAR) 1 (800) 952-5253

State Hearings

- DSS, PIAR 1 (800) 952-5253

SSI Benefits or SSI/SSA General Information

- Social Security Administration (SSA) 1 (800) 772-1213

Medicap and Medicare Supplement Information

- Federal Health Care Financing Administration 1 (800) 638-6833

Other Health Coverage

- Coding Errors 1 (800) 952-5294

THESE NUMBERS CAN BE USED TO ANSWER BENEFICIARY QUESTIONS OR CAN BE GIVEN TO THE BENEFICIARY.

Prepaid Health Plans/Managed Care

- To Enroll Call MAXIMUS, the State's Health Care Options Contractor, at 1-800-430-4263
- To Disenroll Same As Above
- To Emergency Disenroll Same As Above
- To File A "Plan Specific" Complaint Call your specific Health Plan; if you are not satisfied with their solution, call the State Office of the Ombudsman at: 1-888-452-8609

Third Party Liability

- Health Insurance Billing and Coding, Premium Payment, Medicare Buy-in 1 (800) 952-5294
- Casualty, Personal Injury, Probate, Estate, Liens, Workers', Compensation, Overpayment Recovery (916) 322-0521 or (916) 322-0522

Medi-Cal Cards Coded With Utilization Restrictions

- DHS, Audits & Investigations Division (916) 322-1071

Medi-Cal Fraud and Patient Abuse

- State Attorney General's Office
Bureau of Medi-Cal and Patient Abuse

Sacramento 1 (800) 722-0432
Los Angeles (213) 897-2023
San Diego (619) 645-2456

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Beneficiary Fraud

- Northern California 1 (800) 822-6223
- Southern California 1 (800) 822-6222

Provider Fraud

- Northern California 1 (800) 722-0432
- Southern California (619) 645-2439

Non-Medi-Cal Services for Persons With AIDS

- Office of AIDS (916) 445-0553

Beneficiaries's Billing Inquiries

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