



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



ARNOLD SCHWARZENEGGER
Governor

December 19, 2005

TO: ALL COUNTY WELFARE DIRECTORS Letter No: 05-43
ALL COUNTY ADMINISTRATIVE OFFICERS
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS
ALL COUNTY PUBLIC HEALTH DIRECTORS
ALL COUNTY MENTAL HEALTH DIRECTORS

SUBJECT: MEDI-CAL PROGRAM REFERRAL TELEPHONE NUMBERS AND
ADDRESS INFORMATION UPDATE

The purpose of this letter is to provide counties with updated referral telephone numbers and addresses for dissemination to Medi-Cal beneficiaries and providers. This information replaces the telephone list issued in the All County Welfare Directors Letter No. 04-18E, dated August 3, 2004.

Please ensure that beneficiaries are provided only toll-free telephone numbers and address information from the enclosed Beneficiaries Referral List so as to prevent frustration and unnecessary costs.

Please note the following updates to the lists:

Beneficiary Information List

Page 2 – The State Hearing & PIAR address information has been updated.

Page 3 – Under the California Department of Health Services' (CDHS') Third Party Liability Branch, Medicare Part D Systems Problems will be added to Medicare Parts A, and B Buy-In services effective December 1, 2005.

Provider Information List

Page 4 – Beginning October 1, 2005, County Medical Services Program (CMSP) will be administered by the Blue Cross Life and Health Insurance Company (Blue Cross) instead of Electronic Data Systems (EDS).

Telephone number and address information updates are provided for Blue Cross and the Medical Benefit Hearing Requests. Blue Cross will administer Dental, Vision Service Plan, and prescription drug services through the MedImpact Healthcare Systems, Inc.

Please note that EDS will continue to manage the telephone lines for the following CDHS programs: Medi-Cal's billing telephone line, California Children's Services/Genetically Handicapped Persons Program, the Obstetrics or the Comprehensive Perinatal Program, and the In-State and Out-of-State Provider Billing telephone line. EDS will also continue to manage the Medi-Cal billing line for beneficiaries.

If you have any questions regarding the enclosed list, please contact Ms. Angelica Perez at (916) 552-9511.

Original signed by

Tameron Mitchell, R.D., M.P.H, Chief
Medi-Cal Eligibility Branch

Enclosures

BENEFICIARIES REFERRAL TELEPHONE NUMBERS AND ADDRESS INFORMATION

California Department of Health Services
Medi-Cal Eligibility Branch
1501 Capitol Avenue, Suite 4063, MS 4607
P.O. Box 997413
Sacramento, CA 95899-7413
916-552-9200

Program	Address	Telephone Number
AIDS	California AIDS Hotline P.O. Box 426182 San Francisco, CA 94142-6182	1-800-367-2437 (Hotline) 1-888-225-2437 (TDD) 415-863-2437 (Main line)
	Office of Aids California Department of Health Services 1616 Capitol Avenue, Suite 616 MS-7700 P.O. Box 997426 Sacramento, CA 95899-7426	916-449-5900 (Non-Medi-Cal services for persons with AIDS)
BabyCal		1-800-222-9999 (Prenatal care information)
Denti-Cal	Beneficiaries Services Group P.O. Box 15539 Sacramento, CA 95852-1539	1-800-322-6384 (Billing inquiries)
Electronic Data Systems (EDS)	Medi-Cal	916-636-1980 (Medi-Cal bills)
Healthy Families		1-800-880-5305 (Application information) 1-888-747-1222 (To request an application)
Medi-Cal Fraud		1-800-822-6222 (Statewide hotline) (To report beneficiary and provider fraud and patient abuse)
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. For information regarding services provided under the Medi-Cal program, refer beneficiaries to the rendering provider.	
	California Department of Social Services Inquiry and Response (PIAR) P. O. Box 944243 MS19-37 Sacramento, CA 94244-2430	1-800-952-5253 (To request a fair hearing)
	Los Angeles County-Case Complaint, Inquiry and Referral 12820 Cross Roads Parkway South Industry, CA 91746-3411	1-877-481-1044 (Los Angeles calling area) 562-908-6603 (Main line)

BENEFICIARIES REFERRAL TELEPHONE NUMBERS AND ADDRESS INFORMATION

Program	Address	Telephone Number
	San Diego County Public Assistance Information	1-858-514-6885
Medi-Cal Managed Care/Prepaid Health Plans	California Department of Health Services Health Care Options P.O. Box 989009 West Sacramento, CA 95798	1-800-430-4263 (To enroll or disenroll)
	To file a “plan specific” complaint, refer beneficiaries to their specific health plan. If beneficiaries are not satisfied, and cannot resolve their complaint, refer them to the State Office of the Ombudsman. California Department of Health Services State Office of the Ombudsman MS 4412 P.O. Box 997413 Sacramento, CA 95899-7413	1-888-452-8609
Medical Board Central Complaint Unit	Medical Board of California Central Complaint Unit 1426 Howe Avenue, Suite 54 Sacramento, CA 95825-3236	1-800-633-2322 916-263-2424
MEDICARE		1-800-MEDICARE (1-800-633-4227) (Medigap & Medicare supplement information & general Medicare information)
Breast & Cervical Cancer Treatment Program (BCCTP)	California Department of Health Services BCCTP MS 4611 P.O. Box 997413 Sacramento, CA 95899-7413	1-800-824-0088
State Hearing & PIAR	California Department of Social Services P.O. Box 944243 MS19-37 Sacramento, CA 94244-2430	1-800-952-5253
Supplemental Security Income (SSI), Social Security Administration (SSA)		1-800-772-1213 (General information) Contact local SSA office to apply.

BENEFICIARIES REFERRAL TELEPHONE NUMBERS AND ADDRSS INFORMATION

Program	Address	Telephone Number
Third Party Liability Branch	California Department of Health Services Recovery Section P.O. Box 997425, MS 4720 Sacramento, CA 95899-7425	916-323-4836 (Information line) 916-650-0490 (Main line) (Medi-Cal casualty, personal injury, probate, estate, liens, worker's compensation & overpayments)
	California Department of Health Services Other Health Coverage (OHC) P. O. Box 997422, MS 4719 Sacramento, CA 95899-7422	1-800-952-5294 (OHC, Medi-Cal Eligibility Data System (MEDS) coding errors)
	California Department of Health Services COBRA	1-866-444-3272 (Information line) 415-975-4600 (Main line)
	California Department of Health Services Health Insurance Premium Payment Program (HIPP) P. O. Box 997422 Sacramento, CA 95899-7422	1-866-298-8443
	California Department of Health Services Medicare Parts A, and B Buy-In and Medicare Part D Technical Problems P. O. Box 997422 Sacramento, CA 95899-7422	1-866-227-9863

PROVIDERS REFERRAL TELEPHONE NUMBER AND ADDRESS INFORMATION

California Department of Health Services
Medi-Cal Eligibility Branch
1501 Capitol Avenue, Suite 4063, MS 4607
Sacramento, CA 95814
916-552-9200

Program	Address	Telephone Number
County Medical Services Program (CMSP)	Blue Cross Life & Health Insurance Company (Medical)	1-800-670-6133
	Doral Dental (Dental)	1-888-278-7310
	Vision Service Plan (Vision)	1-800-877-7195
	MedImpact Healthcare Systems, Inc (Prescription Drug Services)	1-800-788-2949
	Medical Benefit Hearing Requests CMSP Governing Board ATTN: Medical Benefit Hearings 1451 River Park Drive, Suite 222 Sacramento, CA 95815	FAX: 916-649-2606 Phone: 916-649-2631
Delta Dental, Denti-Cal	Delta Dental, Denti-Cal Provider Group P.O. Box 15609 Sacramento, CA 95852-0609	1-800-423-0507 (General questions, billing information and dental contract questions)
EDS	Medi-Cal	1-800-541-5555 (General questions and billing information.)
	California Children's Services/Genetically Handicapped Persons Program	1-800-541-5555
	Obstetrics or the Comprehensive Perinatal Services Program	1-800-541-5555
	Out-of-State & In-State Medi-Cal Provider Billing	916-636-1200
Medicare Buy-In		1-800-952-5294 (Notices of overpayment)
Out-of State Authorization for Treatment	California Department of Health Services (CDHS) Field Services Section P.O. Box 193704 San Francisco, CA 94119-3704	415-904-9600
Provider Enrollment (CDHS)	Payment Systems Division (PSD), Provider Services Information Unit (Including out-of-state providers)	916-323-1945