

DEPARTMENT OF HEALTH SERVICES

714/744 P STREET

P.O. BOX 942732

SACRAMENTO, CA 94234-7320



July 21, 1993

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

Letter No.: 93-47

INFORMATIONAL TELEPHONE NUMBERS

We revised the format of the attached list of telephone numbers to distinguish 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 as well as numbers that can be given to beneficiaries for their use. However, please use caution when giving numbers to beneficiaries to prevent calls going to the incorrect office. Many of the misdirected calls are long distance which creates unnecessary cost for the beneficiary and also creates frustration for them in trying to obtain answers or resolution to problems.

I appreciate your cooperation and assistance in trying to help us make the beneficiary's interaction with the Medi-Cal program a positive one in these times of reduced resources.

If you have any questions regarding the numbers, please call Bob Geene, Supervisor, Medi-Cal Eligibility Clerical Support Unit at (916) 657-2818.

Sincerely,

ORIGINAL SIGNED BY

Frank S. Martucci, Chief
Medi-Cal Eligibility Branch

Enclosure

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

General Information

- DHS, Fiscal Intermediary Management Division (FIMD)
Provider Services Section - Billing Questions (916) 323-1945
- 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

Out-of-State Authorizations for Treatment

- DHS, Field Office Operations Section (415) 557-2770

Out-of-State Provider Billing

- EDS (916) 636-1000

Provider Enrollment (Including Out-of-State Providers)

- DHS, FIMD, Provider Services Section (916) 323-1945

Dental Contract Questions

- DHS, PSD, Dental Contract Section (916) 387-3120
- Delta Dental, Dental Contract Payment Systems Division 1 (800) 423-0507

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 Office.
- L.A. County-Case Complaint, Inquiry, Referral (310) 908-8333
- San Diego County Public Assistance Information (619) 696-9442
- DHS, Medi-Cal Benefits Branch (MBB)
For information regarding benefits and services provided under the Medi-Cal program (916) 657-1460
- Department of Social Services (DSS),
Public Inquiry and Response (PIAR) (916) 654-1999 &
1 (800) 952-5253

State Hearings

- DSS, PIAR (916) 654-1999 &
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

Prepaid Health Plans/Managed Care

- To Enroll or Disenroll: (916) 657-0306
(916) 657-0315
(916) 657-0317
- To Report a "Plan Specific" Complaint: 657-0025
654-0618

Medi-Cal Recovery

- DHS, TPL Branch
Estate Recovery
Repayment of Medi-Cal (916) 322-0521

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

Third Party Insurance/Lawsuit or Workers Compensation Payment of Claims

NOTE: This (800) number is for Health Insurance and
Health Insurance Premium Payment Questions for
Beneficiary Use Only

1 (800) 952-5294

DHS, Recovery Section

(916) 322-0521

Buy-In Medicare Premiums and Codes (Do not give this number to Beneficiaries)

Medicare Premium Payment (MMP--Buy-In)

(916) 323-9693

Other Health Coverage

Health Insurance Coding on Medi-Cal Cards (OHC Codes)

(916) 323-9538

Billing Health Insurance Carriers/Accounts
Receivable for Health Insurance

(916) 323-5195

Health Insurance Premium Payment (HIPPP)

(916) 323-9602

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 Fraud and Patient Abuse
Sacramento
Los Angeles
San Francisco
San Diego

(916) 324-5230

(213) 897-2023

(415) 557-0801

(619) 237-6008

Non-Medi-Cal Services for Persons With AIDS

Office of AIDS

(916) 323-4314

Beneficiaries Billing Inquiries

Delta Dental

1 (800) 322-6384

DHS/FIMD Provider Services Section

(916) 323-1945