

**DEPARTMENT OF HEALTH SERVICES**

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



June 6, 1997

**Medi-Cal Eligibility Branch Information Letter No.: I-97-11**

**TO:** All County Welfare Directors  
All County Medi-Cal Program Specialist/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 in these times of reduced resources.

If you have any questions regarding these numbers, please call Kim Nicholls at (916) 657-0258.

Sincerely,

Original signed by

Frank S. Martucci, 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

**Out-of-State Authorizations for Treatment**

DHS, Field Services Section	(415) 904-9600
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**Out-of-State Provider Billing**

Electronic Data Systems (EDS)	(916) 636-1000
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**Provider Enrollment** (Including Out-of-State Providers)

DHS, PSD, Provider Services Information Unit	(916) 323-1945
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**Dental Contract Questions**

DHS, PSD, Dental Contract Section	(916) 229-3120
Delta Dental, Denti-Cal General questions and billing information	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 Offices

L.A. County-Case Complaint, Inquiry, Referral

(310) 908-8333

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)  
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
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**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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**Provider Fraud & Abuse (A & I)**

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

**Non-Medi-Cal Services for Persons With AIDS**

Office of AIDS	(916) 323-4314
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**Beneficiaries' Billing Inquiries**

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