

DEPARTMENT OF HEALTH SERVICES

714/744 P Street
P.O. Box 942732
Sacramento, CA 94234-7320
(916) 657-1542

April 9, 1998

**Medi-Cal Eligibility Branch Information Letter No.: I 98-07**

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 Kim Nicholls of the Medi-Cal Eligibility Branch at (916) 657-0258.

Sincerely,

Original signed by

Joseph A. Kelley
Medi-Cal Policy Division

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 or (916) 636-1960
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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	(562) 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
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SSI Benefits or SSI/SSA General Information

Social Security Administration (SSA)	1 (800) 772-1213
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Medicap and Medicare Supplement Information

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

Coding Errors	1 (800) 952-5294
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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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Beneficiary Fraud

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

Provider Fraud

Northern California	1 (800) 722-0432
Southern California	1 (213) 897-2023

Non-Medi-Cal Services for Persons With AIDS

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

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