

APPENDIX B

Phone Information and Addresses

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Phone Numbers

Topic/Reason For Call	Call	Telephone Number
Accident Related Issues	DMA Third Party Recovery	1-919-733-6294
Advance Directives	DMA Medical Policy Section	1-919-857-4020
Automatic Deposits	EDS Finance Unit	1-800-688-6696 or 1-919-851-8888
Baby Love	DMA Baby Love Coordinator	1-919-857-4020
Billing Issues	EDS Provider Services	1-800-688-6696 or 1-919-851-8888 Menu Option 3
Carolina ACCESS (other than denials)	DMA Managed Care Section	1-800-228-8142 or 919-857-4250
ACCESS II information	ACCESS II	1-919-715-7625
Carolina ACCESS denials	EDS Provider Services	1-800-688-6696 or 919-851-8888 Menu Option 3
Checkwrite information	Voice Inquiry System	1-800-723-4337
Claim processing without signature	EDS Provider Services	1-800-688-6696 or 1-919-851-8888 Menu Option 3
Claims status	Voice Inquiry System	1-800-723-4337
Coverage Issues	EDS Provider Services	1-800-688-6696 or 919-851-8888 Menu Option 3
Denials (other than eligibility denials)	EDS Provider Services	1-800-688-6696 or 919-851-8888 Menu Option 3
Drug Utilization Review	DMA Program Integrity	919-733-3590
Electronic Data Interchange (EDI)	EDS	1-800-688-6696 or 1-919-851-8888
Eligibility information, current day	Voice Inquiry System	1-800-723-4337
Electronic Claims Submission (ECS)	EDS Electronic Claims Submission Department	1-800-688-6696 or 919-851-8888 Menu Option 1
Eligibility Denials (eligibility information over 12 months from current date)	DMA Claims Analysis	919-857-4018
Fee Schedules	DMA Financial Operations	919-857-4015
Forms (information and orders)	EDS Provider Services	1-800-688-6696
Fraud and Program Abuse	DMA Program Integrity	919-733-6681
Health Care Connection (Mecklenburg County Managed Care)	DMA Managed Care Section	919-857-4022

Phone Numbers, Continued

Topic/Reason For Call	Call	Telephone Number
Health Care Connection, local	Health Benefits Advisors	704-373-2273
Health Check	DMA Managed Care Section	1-800-228-8142 or 919-857-4250
Health Insurance Payment Program (HIPP)	DMA Third Party Recovery	1-919-733-6294
HMO Risk Contracting , including Health Care Connection	DMA Managed Care Section	1-800-228-8142 or 919-857-4250
HMO enrollment verification	Voice Inquiry System	1-800-723-4337
Policy Questions	EDS Provider Services	1-800-688-6696 or 919-851-8888 Menu Option 3
Preadmission Review	First Mental Health (FMH)	1-800-770-3084 Fax-1-615-256-0772
Preadmission Review	Medical Review of North Carolina (MRNC)	1-800-722-6762 1-919-851-2955
Prior Approval	EDS Prior Approval Unit	1-800-688-6696 or 919-851-8888 Menu Option 2
Private Insurance (Denials)	DMA Third Party Recovery	1-919-733-6294
Procedure Code Pricing	Voice Inquiry System	1-800-723-4337
Provider Enrollment	DMA Provider Enrollment (New enrollments)	919-857-4017
	EDS Provider Enrollment (i.e., Medicare crossovers)	1-800-688-6696 or 1-919-851-8888
Rate Setting and Reimbursement	DMA Financial Operations	1-919-857-4015
Recipient Questions (Number for recipients to call)	DHHS Care Line	1-800-662-7030
Third Party Insurance Code Book	DMA Third Party Recovery Section	1-919-733-6294

Electronic Claims Submission Numbers

Topic	Telephone Number	Option #	Contact Source
ECS Provider Agreement	1-800-688-6696 or 1-919-851-8888	1	Electronic Claims Unit
EDI Vendor Information	1-800-688-6696 or 1-919-851-8888	1	Electronic Claims Unit
Software Vendor List	1-800-688-6696 or 1-919-851-8888	1	Electronic Claims Unit
NECS Software	1-800-688-6696 or 1-919-851-8888	1	Electronic Claims Unit
Logon Authorization	1-800-688-6696 or 1-919-851-8888	1	Electronic Claims Unit
Transmission Issues	1-800-688-6696 or 1-919-851-8888	1	Electronic Claims Unit
Asynchronous Transmissions	1-919-851-1023		
Bisynchronous Transmissions	1-919-233-6839		

DMA Addresses

<p><u>Third Party Recovery</u></p> <p>Third Party Recovery Division of Medical Assistance P.O. Box 29551 Raleigh, NC 27626-0551</p> <p><u>Health Insurance Premium Payment Program (HIPP)</u></p> <p>HIPP Coordinator Division of Medical Assistance P.O. Box 29551 Raleigh, NC 27626-0551</p>	<p><u>All Other DMA Correspondence</u></p> <p>(List unit or individual to receive mail) Division of Medical Assistance P.O. Box 29529 Raleigh, NC 27626-0529</p>
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EDS Addresses

Correspondence sent Certified, UPS, or Federal Express should be sent to:	
EDS 4905 Waters Edge Drive Raleigh, NC 27606	
Correspondence sent to EDS should be addressed to the appropriate P.O. Box listed below, Raleigh, NC 27622.	
P.O. Box 30968	HCFA-1500 claims
P.O. Box 31188	Prior Approval requests
P.O. Box 300001	Pharmacy claims
P.O. Box 300009	Correspondence and Adjustments (indicate department on envelope)
P.O. Box 300010	UB-92 claims
P.O. Box 300011	Other claim types, returned checks and Medicare crossovers
P.O. Box 300012	Sterilization/Hysterectomy consent form/statements (Do not send claims to this address)

Medical Review of North Carolina

Medicaid Reconsiderations Medical Review of North Carolina P.O. Box 37309 Raleigh, NC 27627
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Division of Facility Services

Division of Facility Services Certification Unit P.O. Box 29530 Raleigh, NC 27626
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North Carolina Voice Inquiry System

Monday through Friday, 8:00 a.m. to 9:00 p.m. 800-723-4337

The automated Voice Inquiry System allows enrolled providers to readily access detailed information pertaining to the North Carolina Medicaid Program. Using a touch-tone telephone, providers can inquire about the following:

- * Current Claim Status
- * Checkwrite Information
- * Drug Coverage Information
- * Procedure Code Pricing
- * Prior Approval Information
- * Recipient Eligibility Verification
- * Managed Care Enrollment (Carolina ACCESS or HMO)

Refer to the June 1999 Special Medicaid Bulletin for detailed instructions on the Voice Inquiry System. This bulletin is included in each new provider information packet.

Automated Attendant Telephone Instructions

To access the Provider Relations Unit, Prior Approval Unit or Electronic Claims Submission Unit, call **1-800-688-6696** or **(919) 851-8888**.

Calls made from a touch tone telephone will be routed to these units by automated attendant. You may also access other units through the operator. Instructions for using our automated attendant are below:

For Electronic Claims Submission (ECS) “Press 1”	For Prior Approval “Press 2”	For Provider Services Press 3”
<p>If you select ECS from the main menu, you will be prompted to:</p> <p>“Press 1 to reach an ECS Analyst”</p>	<p>If you select Prior Approval from the main menu, you will be prompted to:</p> <p>“Press 2 for Optical or Hearing Aid”</p> <p>“Press 3 for Long Term Care, Surgery or Out-of-State” (This also includes Psychiatric and Ambulance prior approval)</p> <p>“Press 4 for Dental”</p> <p>“Press 8 for DME or for Therapeutic Leave”</p> <p>“Press 9 for Enhanced Care”</p>	<p>If you select Provider Services from the main menu, you will be prompted to:</p> <p>“Press 6 if you are calling from a Physician’s office” (This includes Health Check, Eye Care, Chiropractor, Ambulatory Surgery, Nurse Midwife, Nurse Practitioner, Radiologist, Podiatrist, Health Related Services in Public Schools Providers, CRNA , and Anesthesiology)</p> <p>“Press 7 if you are calling from a hospital or a long term care facility” (This includes Mental Health, Hearing Aid and Dialysis Providers)</p> <p>“Press 8 if you are a pharmacy, dental or home care provider” (This includes Ambulance, CAP, DME, DSS/DHS, Hospice, Home Infusion Therapy, Private Duty Nursing, Personal Care Services, Rural Health, FQHC, Adult Care Homes, At Risk Case Management and HIV Case Management providers)</p>
<p align="center">“For operator-assisted calls - stay on the line”</p> <p>Once you select the appropriate unit, you will be connected to an individual to handle your call or placed in a queue for the first available agent. All calls placed in a queue are handled in the order in which they are received.</p>		