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
CAP Retroactive Requests	DMA Community Care	1-919-857-4021
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
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
Eligibility information, coverage, [illegible]	DMA Claims Unit	919-857-4018
Electronic Claims Submission (ECS)	EDS Electronic Claims Submission Department	1-800-688-6696 or 919-851-8888 Menu Option 1
Eligibility Denials	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

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
Medical Policy Questions	DMA Medical Policy	919-857-4020
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 (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 Fax: 919-715-4725

EDS Addresses

Correspondence sent Certified, UPS, or Federal Express should be sent to:
EDS
[illegible]
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)**

DMA Addresses

Director or Deputy Director
Division of Medical Assistance
2512 Mail Service Center
Raleigh, NC 27699-2512

Third Party Recovery or Health Insurance Premium Payment Program (HIPP)
Division of Medical Assistance
2508 Mail Service Center
Raleigh, NC 27699-2508

Provider Enrollment
Division of Medical Assistance
2506 Mail Service Center
Raleigh, NC 27699-2506

Medical Policy/Utilization Control
Division of Medical Assistance
2511 Mail Service Center
Raleigh, NC 27699-2511

Financial Operations
Division of Medical Assistance
2509 Mail Service Center
Raleigh, NC 27699-2509

Information Services
Division of Medical Assistance
2514 Mail Service Center
Raleigh, NC 27699-2514

Carolina ACCESS; Managed Care
Division of Medical Assistance
2515 Mail Service Center
[illegible]

Community Care
[illegible]
[illegible]
Raleigh, NC 27699-2509

DHHS Accounts Receivable
Division of Medical Assistance
[illegible]
Raleigh, NC 27699-2022

Audit
Division of Medical Assistance
2507 Mail Service Center
Raleigh, NC 27699-2507

Program Integrity
Division of Medical Assistance
2515 Mail Service Center
Raleigh, NC 27699-2515

Administration and Regulatory Affairs
Division of Medical Assistance
2504 Mail Service Center
Raleigh, NC 27699-2504

Hearing Office
Division of Medical Assistance
2505 Mail Service Center
Raleigh, NC 27699-2505

Mail Management
Division of Medical Assistance
2513 Mail Service Center
Raleigh, NC 27699-2513

Claims Analysis and Medicare Buy-In
Division of Medical Assistance
2519 Mail Service Center
Raleigh, NC 27699-2519

Quality Control
Division of Medical Assistance
2518 Mail Service Center
Raleigh, NC 27699-2518

If you do not know to which DMA section to send your request or correspondence
(Name of DMA unit if individual)
Division of Medical Assistance
[illegible] Mail Service Center
Raleigh, NC 27699-2501

Medical Review of North Carolina

Medicaid Reconsiderations
Medical Review of North Carolina
P.O. Box 37309
Raleigh, NC 27627
919-851-2955

Division of Facility Services

Division of Facility Services
Certification Unit
2701 Mail Service Center
Raleigh, NC 27699-2701
919-733-7461

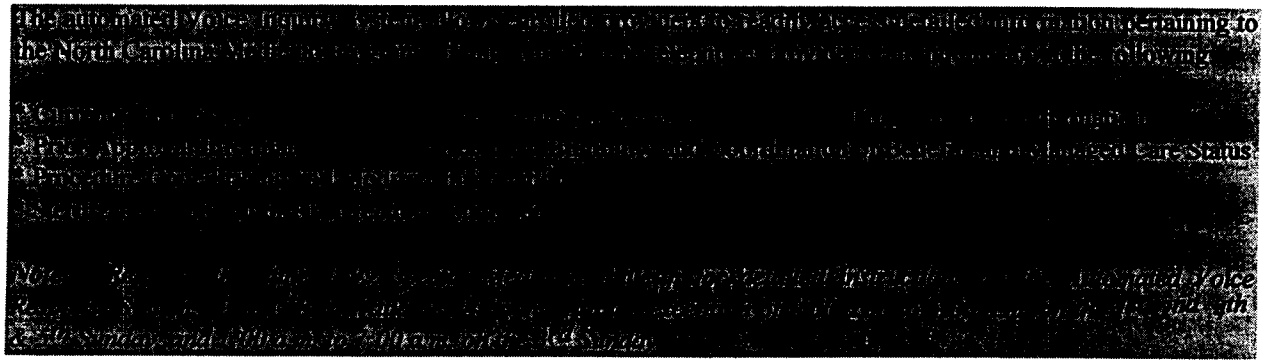
Approved EDI Vendors

Envoy Corporation
Two Lakeview Place
15 Century Boulevard, Suite 600
Nashville, TN 37214
Contact: Marketing Department
1-800-366-5716

MediFax, The Potomac Group
1283 Murphreesboro Road
Building II
Nashville, TN 37217
Contact: Monica Cutrell
1-800-444-4336 x 124

National Data Corporation
2 National Data Plaza
Atlanta, GA 30326
Contact: Fred Harri
404-728-2484

Healthcare Data Exchange Corp.
101 Lindenwood Drive, Suite 400
Malvern, PA 19355
Contact: Steve Aylward
610-219-1784

North Carolina Automated Voice Response (AVR) System

24 Hours each day, 7 Days a week (*see note below) 800-723-4337