

## **KEY ADDRESSES AND TELEPHONE NUMBERS**

### **Adult Care Home Case Management Policy Issues**

Division of Aging and Adult Services  
Adult Services Section  
Adult Care Home Case Management Program Coordinator  
693 Palmer Drive  
2101 Mail Service Center  
Raleigh, NC 27699-2101  
Telephone: (919) 733-3818

### **Special Assistance for Adults (Eligibility, Payments, and "Disenfranchised" Residents)**

Division of Aging and Adult Services  
Adult Services Section  
Special Assistance for Adults Consultant  
693 Palmer Drive  
2101 Mail Service Center  
Raleigh, NC 27699-2101  
Telephone: (919) 733-7145

### **County DSS' ACH/CMS Cost Reporting Issues Contracting and Vendor Agreement Issues**

Division of Social Services  
Adult & Family Services Section  
Adult Care Home Case Management Program Coordinator  
693 Palmer Drive  
2101 Mail Service Center  
Raleigh, NC 27699-2101  
Telephone: (919) 733-3818

### **Special Assistance for the Blind (SAB) (Eligibility, Payments, and "Disenfranchised" Residents)**

Division of Services for the Blind  
Independent Living Services Section  
309 Ashe Avenue  
2601 Mail Service Center  
Raleigh, NC 27699-2601  
Telephone: (919) 733-9744

**Medicaid Provider Enrollment**

Division of Medical Assistance  
Provider Enrollment Unit  
2511 Mail Service Center  
Raleigh, NC 27699-2511  
Telephone: (919) 857-4019

**Medicaid Coverage of Adult Care Home Personal Care**

Billing Issues  
Electronic Data Systems (EDS)  
Provider Services Unit  
4905 Waters Edge Drive  
Raleigh, NC 27606  
Telephone: (919) 851-8888  
1-800-688-6696

Policy Issues  
Division of Medical Assistance  
Adult Care Home Services Unit  
2511 Mail Service Center  
Raleigh, NC 27699-2511  
Telephone: (919) 857-4020

To Report Fraud  
Division of Medical Assistance  
Program Integrity  
2515 Mail Service Center  
Raleigh, NC 27699-2515  
Telephone: (919) 733-6681 or 1-800-662-7030

**To Authorize Enhanced ACH/PC**

Electronic Data Systems (EDS)  
Prior Approval Unit  
4905 Waters Edge Drive  
Raleigh, NC 27606  
Telephone: (919) 851-8888  
1-800-688-6696

**To Verify Residents' Medicaid Eligibility (Current Day)**

Electronic Data Systems (EDS)

"Voice Inquiry System"

Telephone: 1-800-723-4337

**To Check Status of Claims**

Electronic Data Systems (EDS)

"Voice Inquiry System"

Telephone: 1-800-723-4337

**DHHS's "Care Line" (Toll-Free Line for Medicaid Recipients and their Families to reach DHHS agencies)**

Telephone: 1-800-662-7030