



## Medical Assistance Desk Reference Updated July 2024

### PROVIDER CONTACTS

#### Eligibility Verification

Provides verification of MA eligibility & plan information

**1-800-766-5387**

24 hrs a day, 7 days a week

PROMISE™ portal: <https://promise.dpw.state.pa.us/portal/Default.aspx?alias=promise.dpw.state.pa.us/portal/provider>

#### Office of Medical Assistance Programs (OMAP)/Bureau of Fee-for-Service Programs (BFFSP) OMAP/BFFSP Pharmacy Services

**1-800-537-8862**

Select option 2, then option 2  
Mon–Fri 8 am – 4:30 pm

- For pharmacy prior authorization and billing inquiries

Pharmacy website information: <https://www.pa.gov/en/agencies/dhs/resources/for-providers/ma-for-providers/pharmacy-services.html>

#### OMAP/BFFSP Provider Service Center (excludes pharmacy):

**1-800-537-8862**

Select option 2, option 6, option 1  
Mon-Fri 8 am – 12 pm, 12:30 pm – 4:30 pm

- For non-pharmacy billing, training, claims inquiries, or to check the status of an existing (non-pharmacy) prior authorization

#### OMAP/BFFSP Provider Enrollment

**1-800-537-8862**

Select option 2, option 4,  
then one of the following options listed below  
Mon–Fri 8 am – 4 pm

**Option 1** – to check the status of a provider enrollment application including CHIP

**Option 2** – for all other provider enrollment questions including CHIP

Fax: 717-265-8284

Email: [RA-PROVAPP@pa.gov](mailto:RA-PROVAPP@pa.gov)

Enrollment website information:

<https://www.pa.gov/en/agencies/dhs/resources/for-providers/promise/promise-provider-enrollment.html>

#### OMAP/BFFSP Intense Medical Case Management Unit

**1-800-537-8862**

Select option 2, option 5  
Mon–Fri 8 am – 4:30 pm

- For individuals with complex needs and case management for catastrophic events





# PROVIDER QUICK TIPS

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## **OMHSAS/Business Partner Support Unit**

- If there is a question regarding provider enrollment applications or the provider enrollment process, please contact OMAP using the following contact information: **OMAP Inquiry Line: 1-800-537-8862, option 2, option 4.**
- If there is a question for OMHSAS regarding provider enrollment or billing technical assistance specific to Case Mgmt – MH; Family Based MH Svcs; MH Crisis Intervention & Peer Support, please contact us at: **OHMSAS Email:** [RA-PWSERVICES@pa.gov](mailto:RA-PWSERVICES@pa.gov)
- OMHSAS Division of Systems Management – HealthChoices website. This site is intended for the use of OMHSAS Behavioral Health business partners operating within HealthChoices: <http://www.healthchoices.pa.gov/providers/resources/hcsysmgmt/index.htm>
- For recipient Behavior Health Managed Care eligibility discrepancies, please contact us at: **OHMSAS Email:** [RA-PWELIGDISCREPANCY@pa.gov](mailto:RA-PWELIGDISCREPANCY@pa.gov)
- For OMHSAS Special Pharmaceutical Benefits Program Mental Health (SPBP-MH) inquiries, contact us at: **OMHSAS Consumer Information Line: 1-877-356-5355; Select Option 2**

## **Office of Long-Term Living (OLTL) Provider Operations**

Assistance with nursing facility, ICF/ID, OLTL waivers, LIFE Program billing questions & general inquiries

**1-800-932-0939**

**Option 2**

**Mon – Fri 9 am – 12 pm, 1 pm – 4 pm**

Email: [RA-ProviderOperation@pa.gov](mailto:RA-ProviderOperation@pa.gov)

## **OLTL Provider Enrollment & Certification**

Assistance with nursing facilities, ICF/IDs, OLTL waivers & LIFE provider enrollment

**1-800-932-0939**

**Option 1**

**Mon – Fri 9 am – 12 pm, 1 pm – 4 pm**

Email: [RA-HCBSEnProv@pa.gov](mailto:RA-HCBSEnProv@pa.gov)

## **Office of Long-Term Living (OLTL) Participant Helpline**

Assistance with OLTL waiver participants reporting complaints/inquiries for Act 150, OBRA, CHC and LIFE programs or individuals enrolling into one of OLTL Programs for follow up and resolution.

**1-800-757-5042**

**TTY 1-833-371-3112**

**Mon – Fri 9 am – 12 pm, 1 pm – 4 pm**

Email: [RA-PHWBPOHELPLINE@pa.gov](mailto:RA-PHWBPOHELPLINE@pa.gov)

## **Office of Long-Term Living (OLTL) Critical Incident Management**

For assistance or questions regarding Incident Management or critical incident reports

Email: [RA-OLTL\\_EIMimplement@pa.gov](mailto:RA-OLTL_EIMimplement@pa.gov)

## **OLTL Nursing Facility DME/Preventable Serious Event (PSAE) Hotline**

Assists nursing facilities with issues related to exceptional grants, i.e., vent program and exceptional DME, PSAE reporting

**1-877-299-2918**

**Mon – Fri 7:30 am – 5 pm**

Email: [RA-NHT@pa.gov](mailto:RA-NHT@pa.gov)

## **PA Provider Assistance Center (PROMISe Issues)**

For provider inquiries on electronic claims, HIPAA transaction submissions, Automated Clearinghouse (ACH) & Electronic Funds Transfer (EFT) inquiries, technical assistance for the provider portal.

**1-800-248-2152 or 717-975-4100**

**Mon – Fri 8 am – 5 pm**



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<b>Office of Developmental Programs (ODP) Claims Resolution</b> Claims/billing inquiries for Consolidated waiver P/FDS waiver and ODP Base programs	<b>1-866-386-8880</b> <b>Mon – Thurs 8:30 am – 12 pm &amp; 1 pm – 3:30 pm</b> Email: <a href="mailto:RA-odpclaimsres@pa.gov">RA-odpclaimsres@pa.gov</a>
<b>ODP Provider Enrollment</b> General ODP enrollment programs Email: <a href="mailto:RA-odpproviderenroll@pa.gov">RA-odpproviderenroll@pa.gov</a>	<b>717-783-5141(Fax)</b> <b>Mon – Fri 8 am – 5 pm</b>
<b>ODP Customer Service</b> <b>Bureau of Supports for Autism and Special Populations</b>	<b>1-888-565-9435</b> <b>TTY 1-866-388-1114</b> <b>1-866-539-7689</b>

IMPORTANT ADDRESSES	
<b>BFFS 180-Day Exception Unit</b> DHS/OMAP 180-Day Exception PO Box 8042, Harrisburg PA 17105-8042	<b>BFFS Enrollment</b> DHS/OMAP PO Box 8045, Harrisburg PA 17105-8045
<b>OLTL 180-Day Exception Unit</b> DHS/OLTL 180-Day Exception Unit PO Box 8025, Harrisburg PA 17105-8025	<b>OLTLEnrollment</b> DHS/OLTL Provider Enrollment PO Box 8025, Harrisburg PA 17105-8025
<b>OMHSAS 180-Day Exceptions</b> (Specific to Case Mgmt – MH; Family Based MH Svcs; MH Crisis Intervention & Peer Support); DHS/OMHSAS/BPSU 180-Day Review Commonwealth Tower, 12th Floor 303 Walnut St Harrisburg PA 17101	<b>OMHSAS Special Pharmaceutical Benefits Program Mental Health (SPBP-MH)</b> DHS/OMHSAS/BPSU/SPBP-MH Commonwealth Tower, 12th Floor PO Box 2675 Harrisburg PA 17105-2675
<b>Office of Child Development &amp; Early Learning</b> Early Intervention PROMISe™ Enrollment, 607 South Drive, 4 <sup>th</sup> Floor Rotunda, Harrisburg, PA 17120 Email: <a href="mailto:ra-ocdintervention@pa.gov">ra-ocdintervention@pa.gov</a>	
<b>Non-Receipt of Check</b> – Include Remittance Advice (RA) summary page & contact information Email request to <b>Fee for Service Providers:</b> <a href="mailto:RA-PWFFS-PGA@pa.gov">RA-PWFFS-PGA@pa.gov</a> <b>Office of Developmental Programs:</b> <a href="mailto:RA-PWODPPROMISECKSP@pa.gov">RA-PWODPPROMISECKSP@pa.gov</a> <b>Office of Long Term Living:</b> <a href="mailto:RA-ProviderOperation@pa.gov">RA-ProviderOperation@pa.gov</a>	



# PROVIDER QUICK TIPS

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**Paper Claims:** DHS/OMAP, PO Box (see below), Harrisburg PA 17105

**Claim Type/PO Box:**

CMS 1500/PO Box 8194

UB-04/PO Box 8150

Dental/PO Box 8015

Mental Health/PO Box 8081

**Fee-for-Service Recipient Service Center**

**1-800-537-8862**

**Mon – Fri 8 am – 12:00 pm, 12:30 - 4:30 pm**

**Select option 1, option 2, then one of the following options listed below:**

**Option 1-**To appeal an ACCESS service denial

**Option 2-**To speak with the Intense Medical Case Manager assigned to you.

**Option 3-**For questions related to your Medical Assistance, commonly known as ACCESS, benefits such as covered services, status of an existing prior authorization request, verification of third party resources, help with finding a provider, or assistance with medical bills

**Enrollment Services**

HealthChoices recipient assistance with MCO health plan and PCP selection

**1-800-440-3989**

**Mon-Fri 8 am – 6 pm**

[www.enrollnow.net](http://www.enrollnow.net)

**COMPASS/Benefits Helpline**

Assistance with MA eligibility, inquiries about assistance programs such as MA, SNAP (Food Stamps) & Low-Income Home Energy Assistance Program (LIHEAP)

**1-800-692-7462**

**Mon-Fri 8 am-4:45 pm**

**OIM Customer Service Center**

Case additions & changes directly to the CIS system  
Forms processing & document requests, application status and general information

**1-877-395-8930 (Statewide)**

**1-215-560-7226 (Philadelphia)**

**Mon – Fri 7:30 am – 5 pm**

**ODP Customer Service Hotline**

**OLTL Participant Help Line**

OLTL waiver participant general information

**1-888-565-9435**

**TTY 1-866-388-1114**

**1-800-757-5042**

**Mon-Fri 8 am – 4 pm**

**PHYSICAL HEALTH (PH) MANAGED CARE  
CONTACTS**



# PROVIDER QUICK TIPS

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<b>Lehigh/Capital HealthChoices Counties: Adams, Berks, Cumberland, Dauphin, Franklin, Huntingdon, Lancaster, Lebanon, Lehigh, Northampton, Perry, York</b>		
<b>HealthChoices Physical Health Plans</b>	<b>Member Services Phone Numbers</b>	<b>Special Needs Units Phone Numbers</b>
AmeriHealth Caritas Pennsylvania	Phone: 888-991-7200 TTY: 888-987-5704	Phone: 800-684-5503 TTY: 888-987-5704
Geisinger Health Plan	Phone: 855-227-1302 TTY: 711	Phone: 855-214-8100 TTY: 711
Health Partners Plans	Phone: 800-553-0784 TTY: 877-454-8477	Phone: 866-500-4571 TTY: 215-849-1579
Highmark Wholecare	Phone: 800-392-1147 TTY: 711	Phone: 800-642-3550 TTY: 711
UPMC For You, Inc.	Phone: 800-286-4242 TTY: 800-361-2629	Phone: 866-463-1462 TTY: 800-361-2629
<b>Northeast HealthChoices Counties: Bradford, Carbon, Centre, Clinton, Columbia, Juniata, Lackawanna, Luzerne, Lycoming, Mifflin, Monroe, Northumberland, Pike, Schuylkill, Snyder, Sullivan, Susquehanna, Tioga, Union, Wayne &amp; Wyoming</b>		
<b>HealthChoices Physical Health Plans</b>	<b>Member Services Phone Numbers</b>	<b>Special Needs Units Phone Numbers</b>
AmeriHealth Caritas Northeast	Phone: 855-809-9200 TTY: 855-859-4109	Phone: 888-498-0766 TTY: 855-859-4109
Geisinger Health Plan	Phone: 855-227-1302 TTY: 711	Phone: 855-214-8100 TTY: 711
Health Partners Plans	Phone: 800-553-0784 TTY: 877-454-8477	Phone: 866-500-4571 TTY: 215-849-1579
UPMC for You, Inc.	Phone: 800-286-4242 TTY: 800-361-2629	Phone: 866-463-1462 TTY: 800-361-2629
<b>Northwest HealthChoices Counties: Cameron, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Mercer, Potter, Venango &amp; Warren</b>		
<b>HealthChoices Physical Health Plans</b>	<b>Member Services Phone Numbers</b>	<b>Special Needs Units Phone Numbers</b>
AmeriHealth Caritas Pennsylvania	Phone: 888-991-7200 TTY: 888-987-5704	Phone: 800-684-5503 TTY: 888-987-5704
Geisinger Health Plan	Phone: 855-227-1302 TTY: 711	Phone: 855-214-8100 TTY: 711





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UPMC For You, Inc.	Phone: 800-286-4242 TTY: 800-361-2629	Phone: 866-463-1462 TTY: 800-361-2629
Health Partners Plans	Phone: 800-553-0784 TTY: 877-454-8477	Phone: 866-500-4571 TTY: 215-849-1579
<b>Southeast HealthChoices Counties: Bucks, Chester, Delaware, Montgomery, Philadelphia</b>		
<b>HealthChoices Physical Health Plans</b>	<b>Member Services Phone Numbers</b>	<b>Special Needs Units Phone Numbers</b>
Geisinger Health Plan	Phone: 855-227-1302 TTY: 711	Phone: 855-214-8100 TTY: 711
Health Partners Plans	Phone: 800-553-0784 TTY: 877-454-8477	Phone: 866-500-4571 TTY: 215-849-1579
Keystone First	Phone: 800-521-6860 TTY: 800-684-5505	Phone: 800-573-4100 TTY: 800-684-5505
United Healthcare Community Plan	Phone: 800-414-9025 TTY: 711	Phone: 877-844-8844 TTY: 711
UPMC For You, Inc.	Phone: 800-286-4242 TTY: 800-361-2629	Phone: 866-463-1462 TTY: 800-361-2629
<b>Southwest HealthChoices Counties: Allegheny, Armstrong, Beaver, Bedford, Blair, Butler, Cambria, Fayette, Greene, Indiana, Lawrence, Somerset, Washington &amp; Westmoreland</b>		
<b>HealthChoices Physical Health Plans</b>	<b>Member Services Units Phone Numbers</b>	<b>Special Needs Phone Numbers</b>
AmeriHealth Caritas Pennsylvania	Phone: 888-991-7200 5503 TTY: 888-987-5704	Phone: 800-684- TTY: 888-987-5704
Geisinger Health Plan	Phone: 855-227-1302 8100 TTY: 711	Phone: 855-214- TTY: 711
Health Partners Plans	Phone: 800-553-0784 TTY: 877-454-8477	Phone: 866-500-4571 TTY: 215-849-1579
Highmark Wholecare	Phone: 800-392-1147 TTY: 711	Phone: 800-642-3550 TTY: 711
UPMC For You, Inc.	Phone: 800-286-4242 TTY: 800-361-2629	Phone: 866-463-1462 TTY: 800-361-2629

## COMMUNITY HEALTH CHOICES (CHC) MANAGED CARE CONTACTS

All Counties

Participant Services

Provider Services



# PROVIDER QUICK TIPS

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UPMC Community Health Choices	1-844-833-0523 TTY 711	1-844-860-9303 TTY 711
Pennsylvania Health and Wellness	1-844-626-6813 TTY 1-844-349-8916	1-844-626-6813 TTY 1-844-349-8916
<b>Southwest, New East, New West, Central Community Health Choices Counties: All counties except: Bucks, Chester, Delaware, Montgomery and Philadelphia</b>		
AmeriHealth Caritas Pennsylvania CHC	1-855-235-5115 TTY 1-855-235-5112	1-800-521-6007
<b>Southeast: Bucks, Chester, Delaware, Montgomery, and Philadelphia</b>		
Keystone First	1-855-332-0729 TTY 1-855-235-4976	1-800-521-6007
<b>BEHAVIORAL HEALTH (BH) MANAGED CARE CONTACTS</b>		
<b><u>Community Behavioral Health</u></b>		
• Philadelphia County		1-888-545-2600
<b><u>Community Care Behavioral Health Organization</u></b>		
• Adams & York Counties		1-866-738-9849
• Allegheny, Blair, Clinton, & Lycoming Counties		1-800-553-7499
• Berks County		1-866-292-7886
• Bradford, Cameron, Centre, Clarion, Clearfield, Columbia, Elk, Forest, Huntingdon, Jefferson, Juniata, McKean, Mifflin, Montour, Northumberland Potter, Schuylkill, Snyder, Sullivan, Tioga, Union Warren & Wayne Counties		1-866-878-6046
• Carbon, Monroe & Pike Counties		1-866-473-5862
• Chester County		1-866-622-4228
• Erie County		1-855-224-1777
▪ In Spanish – 1-866-229-3187		1-877-877-3580/
• Lackawanna, Luzerne, Susquehanna & Wyoming Counties		TTY1-866-668-4696
<b><u>PerformCare Behavioral Health</u> (Community Behavioral Healthcare Network of PA)</b>		
<b><u>Member Services</u></b>		
• Cumberland, Dauphin, Lancaster, Lebanon & Perry Counties		1-888-722-8646
• Franklin & Fulton Counties		1-888-700-7370
<b><u>PerformCare Behavioral Health</u> (Community Behavioral Healthcare Network of PA)</b>		
<b><u>Provider Services</u></b>		
		1-888-700-7370



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## Magellan Behavioral Health Member Services

- Bucks County 1-877-769-9784
- Cambria County 1-800-424-0485
- Delaware County 1-888-207-2911
- Lehigh County 1-866-238-2311
- Montgomery County 1-877-769-9782

## Magellan Behavioral Health Provider Services

- Bucks County 1-877-769-9779
- Cambria County 1-800-424-0485
- Delaware County 1-800-686-1356
- Lehigh/Northampton County 1-866-780-3368
- Montgomery County 1-877-769-9779

## Value Behavioral Health Member Services

- Armstrong County 1-877-688-5969
- Beaver County 1-877-688-5970
- Butler County 1-877-688-5971
- Crawford, Mercer & Venango Counties 1-866-404-4561
- Fayette County 1-877-688-5972
- Greene county 1-877-688-5973
- Indiana County 1-877-688-5969
- Lawrence County 1-877-688-5975
- Washington County 1-877-688-5976
- Westmoreland County 1-877-688-5977

## Value Behavioral Health Provider Services

1-877-615-8503

## CHIP MCO CONTACT INFORMATION

	<u>Member Services</u>	<u>Provider Services</u>
Capital Blue Cross	1-800-543-7101 1-800-242-4816/TTY	1-866-688-2242 (Professional) 1-800-753-1276 (Hospital, Facility, Ancillary)
Geisinger Health Plan	1-866-621-5235 711-TTY	1-866-621-5235
Health Partners Plans	1-888-888-1211 711-TTY	1-888-991-9023
Highmark	1-866-543-7105 1-877-323-8480/TTY	1-866-731-8080



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES





# PROVIDER QUICK TIPS

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Independence Blue Cross	1-800-464-5437 215-241-2622/TTY	1-800-275-2583
United Healthcare	1-800-414-9025 711-TTY	1-800-600-9007
UPMC	1-800-650-8762 1-800-361-2692/TTY	1-800-650-8762

## OTHER IMPORTANT CONTACTS

**Limited English Proficiency (LEP)** – If you are enrolled in a Managed Care Plan (MCO), call the Special Needs Unit of your MCO for help. If you are not enrolled in an MCO, call the Bureau of Fee for Service for help.

- **1-866-872-8969** – Choose Option #1 for English, Option #2 for Spanish, Option #3 for Vietnamese, Option #4 for Cambodian, Option #5 for Russian, Option #6 for Mandarin Chinese or Option #7 for a sign language interpreter and leave a detailed voicemail message
- **TDD/TTY – PA Relay 711:** Give the operator the **1-866-872-8969** number to call, choose Option #7, leave a detailed voicemail message

Email: [MA-interpreter@pa.gov](mailto:MA-interpreter@pa.gov)

To Report MA Fraud & Abuse: **1-800-932-0582**

Thank you for your service to our MA recipients.  
We value your participation.  
Check the Department's website often at:  
<https://www.pa.gov/en/agencies/dhs.html>



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES