### PROVIDER CONTACTS

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Eligibility Verification</strong></td>
<td>1-800-766-5387</td>
<td>Provides verification of MA eligibility &amp; plan information 24 hrs a day, 7 days a week</td>
</tr>
<tr>
<td><strong>PROMIS™ portal</strong></td>
<td><a href="https://promise.dpw.state.pa.us/portal/Default.aspx?alias=promise.dpw.state.pa.us/portal/provider">https://promise.dpw.state.pa.us/portal/Default.aspx?alias=promise.dpw.state.pa.us/portal/provider</a></td>
<td></td>
</tr>
<tr>
<td><strong>Office of Medical Assistance Programs (OMAP)/Bureau of Fee-for-Service Programs (BFFSP)</strong></td>
<td>1-800-537-8862</td>
<td></td>
</tr>
</tbody>
</table>
  - Select option 2, then option 2
  - Mon–Fri 8 am – 4:30 pm
  - For pharmacy prior authorization and billing inquiries
  - Pharmacy website information: [http://www.dhs.pa.gov/provider/pharmacyservices/](http://www.dhs.pa.gov/provider/pharmacyservices/)
| **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 Medical Prior Authorization:** | 1-800-537-8862 | 
  - Select option 2, option 3, then one of the following options listed below:
  - Mon – Fri 7:30 am – 12 pm, 1 pm – 4 pm
  - Option 1 – to request a new authorization or to change or check the status of an existing authorization for Home health, hyperbaric oxygen treatment, elective inpatient/outpatient procedures, place of service review, or advanced radiologic imaging service
  - Option 2 – to leave a confidential voicemail message in response to an existing urgent or emergent admission such as a decision regarding a telecon, 14-day hold, or changes to an existing authorization
  - Option 3 – to leave a confidential voicemail to request a Medical Rehab review or extension
  - Option 4 – to check the status of an existing prior authorization including Dental or Durable Medical Equipment
  - Option 5 – to leave a confidential voicemail to request changes to an existing DME, medical supply, prosthesis, or orthosis prior authorization
  - Option 6 – to leave a confidential voicemail to request changes to an existing dental prior authorization
  - Option 7 – to leave a confidential voicemail for inquiries regarding renewal applications for the Breast and Cervical Cancer Prevention and Treatment Program
  - Option 8 – to leave a confidential voicemail for inquiries regarding shift nursing
| **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 – 4:30 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 |
| **Enrollment website information:** | [http://www.dhs.pa.gov/provider/healthcaremedicalassistance/enrollmentinformation/](http://www.dhs.pa.gov/provider/healthcaremedicalassistance/enrollmentinformation/) |
### OMAP/BFFSP Intense Medical Case Management Unit

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

### OMHSAS Behavioral Health Inquiry Line

**1-800-433-4459**  
**Mon-Fri 8 am-3:30 pm**  
(Voicemail available)

Technical assistance for behavioral health providers (providers of Case Mgmt – MH; Family Based MH Svcs; MH Crisis Intervention & Peer Support); Counties, BH-MCOs related to provider enrollment, billing technical assistance and recipient/provider eligibility disputes.

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

**1-800-932-0939**  
(remain on line for representative)  
**Mon – Fri 9 am – 12 pm, 1 pm – 4 pm**  
email: [RA-ProviderOperation@pa.gov](mailto:RA-ProviderOperation@pa.gov)

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

### OLTL Provider Enrollment & Certification

**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)

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

### OLTL Participant Operations

**1-800-932-0939**  
**Option 2**  
**Mon – Fri 9 am – 12 pm and 1 pm – 4 pm**

Assistance with OLTL waiver service plan review, incident management, and complex participant issues

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

**1-877-299-2918**  
**Mon – Fri 7:30 am – 5 pm**

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

### PA Provider Assistance Center (PROMISe Issues)

**1-800-248-2152 or 717-975-4100**  
**Mon – Fri 8 am – 5 pm**

For provider inquiries on electronic claims, transaction submissions, Provider Electronic (PES) software Automated Clearinghouse (ACH) & Electronic Funds Transfer (EFT) inquiries

### Office of Developmental Programs (ODP) Claims Resolution

**1-866-386-8880**  
**Mon – Thurs 8:30 am – 12 pm & 1 pm – 3:30 pm**

Claims/billing inquiries for Consolidated waiver P/FDS waiver and ODP Base programs  
email: [ra-odpclaimsres@pa.gov](mailto:ra-odpclaimsres@pa.gov)

### ODP Provider Enrollment

**717-783-5141 (Fax)**  
**Mon – Fri 8 am – 5 pm**

General ODP enrollment programs  
email: [ra-odpproviderenroll@pa.gov](mailto:ra-odpproviderenroll@pa.gov)

### ODP Hotline

**1-888-565-9435**  
**TTY 1-866-388-1114**

### Health Information Technology (HIT)

Email: [ra-mahealthit@pa.gov](mailto:ra-mahealthit@pa.gov)
## IMPORTANT ADDRESSES

<table>
<thead>
<tr>
<th>BFFS 180-Day Exception Unit</th>
<th>BFFS Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>DHS/OMAP 180-Day Exception</td>
<td>DHS/OMAP</td>
</tr>
<tr>
<td>PO Box 8042, Harrisburg PA</td>
<td>PO Box 8045, Harrisburg PA</td>
</tr>
<tr>
<td>17105-8042</td>
<td>17105-8045</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OLTL 180-Day Exception Unit</th>
<th>OLTL Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>DHS/OLTL 180-Day Exception</td>
<td>DHS/OLTL Provider Enrollment</td>
</tr>
<tr>
<td>Unit</td>
<td>PO Box 8025, Harrisburg PA</td>
</tr>
<tr>
<td>17105-8025</td>
<td>17105-8025</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OMHSAS Enrollment and 180-Day Exceptions</th>
<th>OMHSAS Special Pharmaceutical Benefits Program Mental Health (SPBP-MH)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Specific to Case Mgmt – MH; Family Based MH Svcs; MH Crisis Intervention &amp; Peer Support); DHS/OMHSAS/BPSU Enrollment or 180-Day Commonwealth Tower, 12th Floor 303 Walnut St Harrisburg PA 17101</td>
<td>DHS/OMHSAS/BPSU/SPBP-MH Commonwealth Tower, 12th Floor PO Box 2675 Harrisburg PA 17105-2675</td>
</tr>
</tbody>
</table>

### Office of Child Development & Early Learning

Early Intervention PROMISe™ Enrollment, 333 Market St, 6th Fl, Harrisburg PA 17126

Email: RA-PWOCDELEIENROLL@pa.gov

### Non-Receipt of Check – Include Remittance Advice (RA) summary page & contact information

Email request to: ra-PROMISeCheckStop@pa.gov

Fax request to: 717-425-6572

Mail request to: Comptroller Operations Exceptions Processing Unit, Attn: PROMISe Payment Inquiry, 555 Walnut St, 9th Fl Forum Place, Harrisburg PA 17101

### Non-Receipt of RA – Include written request, provider number/type & copy of check.

Request online: [http://www.dhs.pa.gov/provider/frequentlyaskedquestions/checkspaymentsandremittanceadvicefrequentlyaskedquestions/](http://www.dhs.pa.gov/provider/frequentlyaskedquestions/checkspaymentsandremittanceadvicefrequentlyaskedquestions/)

Mail request to: DHS MAMIS Library, Willow Oak Bldg Rm 41J, PO Box 2675, Harrisburg PA 17105-2675

### 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

## RECIPIENT CONTACTS

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

1-800-537-8862

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

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

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

**Option 2** - To speak with your 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
**OIM Recipient Hotline**

1-800-692-7462  
Mon-Fri 8 am - 4:45 pm

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

**OIM Customer Service Center**

1-877-395-8930 (Statewide)  
1-215-560-7226 (Philadelphia)  
Mon – Fri 7:30 am – 5 pm

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

**ODP Customer Service Hotline**

1-888-565-9435  
TTY 1-866-388-1114

**OLTL Participant Help Line**

1-800-757-5042  
Mon-Fri 8 am – 4 pm

OLTL waiver participant general information

## PHYSICAL HEALTH (PH) MANAGED CARE CONTACTS

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td><strong>Members Services</strong></td>
</tr>
</tbody>
</table>
| Aetna Better Health | 1-866-638-1232  
TTY 711 | 1-855-346-9828  
TTY 711 |
| AmeriHealth Caritas PA | 1-888-991-7200  
TTY 1-888-987-5704 | 1-800-684-5503  
TTY 1-888-987-5704 |
| Gateway Health Plan, Inc. | 1-800-392-1147  
TTY 711 | 1-800-642-3550  
TTY 711 |
| United Healthcare Community Plan | 1-800-414-9025  
TTY 711 | 1-877-844-8844  
TTY 711 |
| UPMC for You | 1-800-286-4242  
TTY 1-800-361-2629 | 1-866-463-1462  
TTY 1-800-361-2629 |

| --- |
| Aetna Better Health | 1-866-638-1232  
TTY 711 | 1-855-346-9828  
TTY 711 |
| AmeriHealth Caritas Northeast | 1-855-809-9200  
TTY 1-888-987-5704 | 1-800-498-0766  
TTY 1-888-987-5704 |
| Geisinger | 1-855-227-1302  
TTY 711 | 1-855-214-8100  
TTY 711 |

<table>
<thead>
<tr>
<th>New West HealthChoices Counties: Cameron, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Mercer, Potter, Venango &amp; Warren</th>
</tr>
</thead>
</table>
| Aetna Better Health | 1-866-638-1232  
TTY 711 | 1-855-346-9828  
TTY 711 |
| AmeriHealth Caritas PA | 1-888-991-7200  
TTY 1-888-987-5704 | 1-800-684-5503  
TTY 1-888-987-5704 |
| Gateway Health Plan, Inc. | 1-800-392-1147  
TTY 711 | 1-800-642-3550  
TTY 711 |
| UPMC For You, Inc. | 1-800-286-4242  
TTY 1-800-361-2629 | 1-800-463-1462  
TTY 1-800-2629 |
### Southeast HealthChoices Counties:
**Bucks, Chester, Delaware, Montgomery, Philadelphia**

<table>
<thead>
<tr>
<th>Provider</th>
<th>Phone Number</th>
<th>TTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Better Health</td>
<td>1-866-638-1232</td>
<td>1-855-346-9828</td>
</tr>
<tr>
<td>Health Partners of Philadelphia Inc.</td>
<td>1-800-553-0784</td>
<td>1-866-500-4571</td>
</tr>
<tr>
<td>Keystone First Health Plan</td>
<td>1-800-521-6860</td>
<td>1-800-573-4100</td>
</tr>
<tr>
<td>United Healthcare Community Plan</td>
<td>1-800-414-9025</td>
<td>1-877-844-8844</td>
</tr>
</tbody>
</table>

### Southwest HealthChoices Counties:
**Allegheny, Armstrong, Beaver, Bedford, Blair, Butler, Cambria, Fayette, Greene, Indiana, Lawrence, Somerset, Washington & Westmoreland**

<table>
<thead>
<tr>
<th>Provider</th>
<th>Phone Number</th>
<th>TTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Better Health</td>
<td>1-866-638-1232</td>
<td>1-855-346-9828</td>
</tr>
<tr>
<td>Gateway Health Plan, Inc.</td>
<td>1-800-392-1147</td>
<td>1-800-642-3550</td>
</tr>
<tr>
<td>United Healthcare Community Plan</td>
<td>1-800-414-9025</td>
<td>1-877-844-8844</td>
</tr>
<tr>
<td>UPMC For You Inc.</td>
<td>1-800-286-4242</td>
<td>1-866-463-1462</td>
</tr>
</tbody>
</table>

### Behavioral Health (BH) Managed Care Contacts

#### Community Behavioral Health
- Philadelphia County
  - 1-888-545-2600

#### Community Care Behavioral Health Organization
- 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
  - 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/TTY
  - Lackawanna, Luzerne, Susquehanna & Wyoming Counties: 1-866-668-4969

#### Community Behavioral Healthcare Network of PA
- Bedford & Somerset Counties: 1-866-773-7891
- Cumberland, Dauphin, Lancaster, Lebanon & Perry Counties: 1-888-722-8646
- Franklin & Fulton Counties: 1-866-773-7917

#### Magellan Behavioral Health
- 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
- Northampton County: 1-866-238-2312
**Value Behavioral Health**

- 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: 1-877-688-5974
- Lawrence County: 1-877-688-5975
- Washington County: 1-877-688-5976
- Westmoreland County: 1-877-688-5977

**CHIP MCO CONTACT INFORMATION**

<table>
<thead>
<tr>
<th>MCO</th>
<th>Member Services</th>
<th>Provider Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Better Health</td>
<td>1-800-882-2447 (TTY)</td>
<td>1-800-638-1232</td>
</tr>
<tr>
<td></td>
<td>1-800-628-3323</td>
<td></td>
</tr>
<tr>
<td>Capital Blue Cross</td>
<td>1-800-543-7101 (TTY)</td>
<td>1-866-688-2242 (Professional)</td>
</tr>
<tr>
<td></td>
<td>1-800-242-4816</td>
<td>1-800-753-1276 (Hospital, Facility, Ancillary)</td>
</tr>
<tr>
<td>Geisinger Health Plan</td>
<td>1-866-621-5235 (TTY)</td>
<td>1-866-621-5235</td>
</tr>
<tr>
<td>Health Partners Plans</td>
<td>1-888-888-1211 (TTY)</td>
<td>1-888-991-9023</td>
</tr>
<tr>
<td>Highmark</td>
<td>1-866-543-7105 (TTY)</td>
<td>1-866-731-8080</td>
</tr>
<tr>
<td></td>
<td>1-877-323-8480</td>
<td></td>
</tr>
<tr>
<td>Independence Blue Cross</td>
<td>1-800-464-5437 (TTY)</td>
<td>1-800-275-2583</td>
</tr>
<tr>
<td></td>
<td>215-241-2622</td>
<td></td>
</tr>
<tr>
<td>United Healthcare</td>
<td>1-800-414-9025 (TTY)</td>
<td>1-800-600-9007</td>
</tr>
<tr>
<td></td>
<td>711-TTY</td>
<td></td>
</tr>
<tr>
<td>UPMC</td>
<td>1-800-650-8762 (TTY)</td>
<td>1-800-650-8762</td>
</tr>
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<td></td>
<td>1-800-361-2692</td>
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</tr>
</tbody>
</table>

**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@state.pa.us

**To Report MA Fraud & Abuse:** **1-866-DHS-TIPS** or **1-866-347-8477**