

South Carolina  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
Post Office Box 8206  
Columbia, South Carolina 29202-8206  
[www.scdhhs.gov](http://www.scdhhs.gov)  
June 29, 2012

## MEDICAID BULLETIN

ALL

**TO: All Providers**

**SUBJECT: Medicaid Provider Service Center**

The South Carolina Department of Health and Human Services (SCDHHS) has made important changes to its provider services, support and relations procedures in order to better serve you. SCDHHS consolidated operations to provide a single point of contact through the Medicaid Provider Service Center (PSC) at 1-888-289-0709 and expanded the ways in which providers can contact us. This will allow us to more effectively respond to your requests and track your needs.

The improvements at PSC will allow us to now handle all provider inquiries related to eligibility, enrollment, education and training, claims and reimbursement status, electronic data interchange, and general customer service needs. Providers should direct all telephone inquiries to the PSC by calling 1-888-289-0709 and following the voice prompts depending on the nature of the call. It is no longer necessary to address inquiries or correspondence to an assigned representative. Any available PSC Representative will be able to assist you.

Effective immediately, you can also access provider service requests online. Simply submit an online inquiry at <http://www.scdhhs.gov/contact-us> and a provider support representative will then respond to you directly.

To ensure receipt and processing of claims for services, providers are reminded that all hardcopy Medicaid **claims** and corrected Edit Correction Forms (ECF) must be mailed to Medicaid Claims Receipt at Post Office Box 1412, Columbia, South Carolina 29202-1412. Updates to provider information should be mailed to Medicaid Provider Enrollment, Post Office Box 8809, Columbia, South Carolina 29202-8809. Questions related to any of these matters will be handled by the PSC.

Updates and changes will continue to be posted to our website at [www.scdhhs.gov](http://www.scdhhs.gov) as we continue to improve the services that we provide to both Medicaid providers and beneficiaries. Please continue to review your Medicaid Policy manual for additional policy changes and updates.

Thank you for your continued support of the Medicaid program.

/s/  
Anthony E. Keck  
Director