

**SECTION 5**  
**ADMINISTRATIVE SERVICES**

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## SECTION 5 ADMINISTRATIVE SERVICES

### GENERAL INFORMATION

#### ADMINISTRATION

The Department of Health and Human Services (SCDHHS) administers the South Carolina Medicaid Program. This section outlines the available resources for Medicaid providers, with telephone numbers and addresses for county and regional SCDHHS offices.

#### CORRESPONDENCE AND INQUIRIES

All correspondence to the Medicaid administrative staff should be directed to:

Department of Health and Human Services  
Division of Community and Facilities Services  
Post Office Box 8206  
Columbia, SC 29202-8206  
(803) 898-2590

Correspondence concerning specific policy and procedural problems must be directed to a SCDHHS program representative. Inquiries concerning specific claims should also be directed to a program representative, but only after corrections have been made on rejected claims and all claims filing requirements have been met. Medicaid Provider Inquiry (DHHS Form 140) may be used to check the status on outstanding claims. (See the blank form in this section.) Always include the provider's Medicaid number, the resident's Medicaid number, and the date of service when requesting the status of outstanding claims. **Allow 45 days from the submission date before requesting the status of the claim.**

Questions concerning resident eligibility or identification numbers should be directed to the SCDHHS county office in the resident's county of residence. Residents who have questions regarding specific coverage issues should be referred to the appropriate staff of their county SCDHHS office for assistance. To verify eligibility status, please call the Medicaid Interactive Voice Response System (IVRS) at (888) 809-3040 or use the South Carolina Medicaid Web-based Claims Submission Tool. For information on South Carolina Medicaid Web-based Claims Submission Tool, please contact South Carolina Medicaid Provider Outreach at (888)-289-0709.

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### **GENERAL INFORMATION**

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### PROCUREMENT OF FORMS

#### FORM 181

All Medicaid forms and publications are available from SCDHHS. Providers should obtain forms at the address below:

SCDHHS  
Division of Support Services  
Post Office Box 8206  
Columbia, SC 29202  
  
Telephone: (800) 506-7254  
Fax: (803) 898-4528

#### FAX REQUESTS

A provider may request the following forms via fax number (803) 898-4528:

1. Confidential Medicaid Complaint (Form 126)
2. Medicaid Provider Inquiry (Form 140)
3. Request for Medicaid Forms (Form 142)
4. Medicaid Refund Check Remittance (Form 205)

Copies of these and other forms are also available in the Forms section of this manual.

#### WEB ADDRESS

The most current version of this manual is available on the SCDHHS Web site at <http://www.scdhhs.gov/>.

To order a paper or CD version of this manual, please contact South Carolina Medicaid Provider Outreach at (803) 264-9609. Charges for printed manuals are based on actual costs of printing and mailing.

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**PROCUREMENT OF FORMS**

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## SECTION 5 ADMINISTRATIVE SERVICES

### DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

County	Telephone No.	Address
1. Abbeville County	(864) 366-5638	<p>Medicaid Eligibility Abbeville County DHHS Human Services Building 903 W. Greenwood St. Abbeville, SC 29620</p> <p>Post Office Box 130 Abbeville, SC 29620</p>
2. Aiken County	(803) 643-1938	<p>Medicaid Eligibility Aiken County DHHS County Commissioner's Building 1410 Park Ave. S.E. Aiken, SC 29801</p> <p>Post Office Box 2748 Aiken, SC 29802</p>
3. Allendale County	(803) 584-8137	<p>Medicaid Eligibility Allendale County DHHS 521 Barnwell Road Allendale, SC 29810</p> <p>Post Office Box 326 Allendale, SC 29810</p>
4. Anderson County	(864) 260-4541	<p>Medicaid Eligibility Anderson County DHHS 224 McGee Rd. Anderson, SC 29625</p> <p>Post Office Box 160 Anderson, SC 29622-0160</p>

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### DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

County	Telephone No.	Address
5. Bamberg County	(803) 245-3932	Medicaid Eligibility Bamberg County DHHS 374 Log Branch Rd. Bamberg, SC 29003  Post Office Box 544 Bamberg, SC 29003
6. Barnwell County	(803) 541-3825	Medicaid Eligibility Barnwell County DHHS 29 Allen St. Barnwell, SC 29812  Post Office Box 648 Barnwell, SC 29812
7. Beaufort County	(843) 470-4625	Medicaid Eligibility Beaufort County DHHS 1905 Duke St. Beaufort, SC 29902-4403  Post Office Box 1255 Beaufort, SC 29901-1255
8. Berkeley County	(843) 719-1170	Medicaid Eligibility Berkeley County DSS 2 Belt Dr. Moncks Corner, SC 29461  Toll Free: 1-800-249-8751 Post Office Box 13748 Charleston, SC 29422-3748
9. Calhoun County	(803) 874-3384	Medicaid Eligibility Calhoun County DHHS 2831 Old Belleville Rd. St. Matthews, SC 29135  Post Office Box 378 St. Matthews, SC 29135

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### DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

County	Telephone No.	Address
<b>10.</b> Charleston County	(843) 740-5900	Medicaid Eligibility Charleston County DHHS 326 Calhoun St. Charleston, SC 29401-1124
	Toll Free: 1-800-249-8751	Post Office Box 13748 Charleston, SC 29422-3748
<b>11.</b> Cherokee County	(864) 487-2521	Medicaid Eligibility Cherokee County DHHS 1434 N. Limestone St. Gaffney, SC 29340-4734
		Post Office Box 89 Gaffney, SC 29342
<b>12.</b> Chester County	(803) 377-8135	Medicaid Eligibility Chester County DHHS 115 Reedy St. Chester, SC 29706
<b>13.</b> Chesterfield County	(843) 623-5226	Medicaid Eligibility Chesterfield County DHHS 201 N. Page St. Chesterfield, SC 29709
		Post Office Box 855 Chesterfield, SC 29709
<b>14.</b> Clarendon County	(803) 435-4305	Medicaid Eligibility Clarendon County DSS 3 S. Church St. Manning, SC 29102
		Post Office Box 788 Manning, SC 29102

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### DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

County	Telephone No.	Address
<b>15. Colleton County</b>	(843) 549-1894	Medicaid Eligibility Colleton County DHHS Bernard Warshaw Building 215 S. Lemacks St. Walterboro, SC 29488
		Post Office Box 110 Walterboro, SC 29488
<b>16. Darlington County</b>	(843) 398-4427	Medicaid Eligibility Darlington County DHHS 300 Russell St., Room 145 Darlington, SC 29540
		Post Office Box 2077 Darlington, SC 29532
<b>17. Dillon County</b>	(843) 332-2289	404 S. Fourth St., Suite 300 Hartsville, SC 29550
		(843) 774-2713 Medicaid Eligibility Dillon County DHHS 1213 Highway 34 W. Dillon, SC 29536
<b>18. Dorchester County</b>	(843) 563-9524 Toll Free: 1-800-249-8751	Post Office Box 351 Dillon, SC 29536
		Medicaid Eligibility Dorchester County DSS 201 Johnston St., Bldg. 17 St. George, SC 29477
<b>18. Dorchester County</b>	(843) 821-0444 Toll Free: 1-800-249-8751	216 Orangeburg Rd Summerville, SC 29483
		Post Office Box 13748 Charleston, SC 29422-3748

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### DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

County	Telephone No.	Address
<b>19.</b> Edgefield County	(803) 637-4040	Medicaid Eligibility Edgefield County DHHS 120 W. A. Reel Dr. Edgefield, SC 29824
		Post Office Box 386 Edgefield, SC 29824
<b>20.</b> Fairfield County	(803) 635-5502	Medicaid Eligibility Fairfield County DHHS 1136 Kincaid Bridge Rd. Winnsboro, SC 29180-7116
		Post Office Box 1139 Winnsboro, SC 29180-5139
<b>21.</b> Florence County	(843) 673-1761	Medicaid Eligibility Florence County DHHS 2685 S. Irby St., Box I Florence, SC 29505
		(843) 394-8575 345 S. Ron McNair Blvd Lake City, SC 29560
<b>22.</b> Georgetown County	(843) 546-5134	Medicaid Eligibility Georgetown County DSS 330 Dozier St. Georgetown, SC 29440-3219
		Post Office Box 371 Georgetown, SC 29442
<b>23.</b> Greenville County	(864) 467-7926	Medicaid Eligibility Greenville County DSS 301 University Ridge, Suite 6700 Greenville, SC 29601
		Post Office Box 9399 Greenville, SC 29604-9399

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### DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

County	Telephone No.	Address
<b>24.</b> Greenwood County	(864) 229-5258	Medicaid Eligibility Greenwood County DHHS 1118 Phoenix St. Greenwood, SC 29646-3918  Post Office Box 1016 Greenwood, SC 29648
<b>25.</b> Hampton County	(803) 914-0053	Medicaid Eligibility Hampton County DHHS 102 Ginn Altman Ave., Suite B Hampton, SC 29924  Post Office Box 693 Hampton, SC 29924
<b>26.</b> Horry County	(843) 381-8260	Medicaid Eligibility Horry County DHHS 1601 11 <sup>th</sup> Ave., 1 <sup>st</sup> Floor Conway, SC 29526  Post Office Box 290 Conway, SC 29528
<b>27.</b> Jasper County	(843) 726-7747	Medicaid Eligibility Jasper County DHHS 10908 N. Jacob Smart Blvd. Ridgeland, SC 29936  Post Office Box 1150 Ridgeland, SC 29936
<b>28.</b> Kershaw County	(803) 432-3164	Medicaid Eligibility Kershaw County DHHS 110 E. DeKalb St. Camden, SC 29020-4432  Post Office Box 220 Camden, SC 29021-0220

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### DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

County	Telephone No.	Address
<b>29.</b> Lancaster County	(803) 286-8208	Medicaid Eligibility Lancaster County DHHS 1599 Pageland Highway Lancaster, SC 29720-2409
<b>30.</b> Laurens County	(864) 833-6109	Medicaid Eligibility Laurens County DHHS 93 Human Services Rd. Clinton, SC 29325-7546  Post Office Box 388 Laurens, SC 29360-0388
<b>31.</b> Lee County	(803) 484-5376	Medicaid Eligibility Lee County DHHS 820 Brown St. Bishopville, SC 29010  Post Office Box 406 Bishopville, SC 29010
<b>32.</b> Lexington County	(803) 785-2991 (803) 785-5050	Medicaid Eligibility Lexington County DHHS 605 West Main St. Lexington, SC 29072-2550
<b>33.</b> McCormick County	(864) 465-2627	Medicaid Eligibility McCormick County DHHS 215 N. Mine St. Highway 28 N. McCormick, SC 29835
<b>34.</b> Marion County	(843) 423-5417	Medicaid Eligibility Marion County DHHS 1311 N. Main St. Marion, SC 29571-6012  Post Office Box 1837 Marion, SC 29571

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### DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

County	Telephone No.	Address
<b>35.</b> Marlboro County	(843) 479-4389	Medicaid Eligibility Marlboro County DHHS County Complex 1 Ag St. Bennettsville, SC 29512  Post Office Box 1074 Bennettsville, SC 29512-1074
<b>36.</b> Newberry County	(803) 321-2155	Medicaid Eligibility Newberry County DHHS County Human Services Center 2107 Wilson Rd. Newberry, SC 29108  PO Box 1225 Newberry, SC 29108
<b>37.</b> Oconee County	(864) 638-4420	Medicaid Eligibility Oconee DHHS 223 B Kenneth St. Walhalla, SC 29691
<b>38.</b> Orangeburg County	(803) 515-1793	Medicaid Eligibility Orangeburg County DHHS 2570 Old St. Matthews Rd., N.E. Orangeburg, SC 29118  Post Office Box 1407 Orangeburg, SC 29116-1407
<b>39.</b> Pickens County	(864) 898-5815	Medicaid Eligibility Pickens County DHHS 212 McDaniel Ave. Pickens, SC 29671  Post Office Box 160 Pickens, SC 29671-0160
<b>40.</b> Richland County	(803) 714-7562 (803) 714-7549	Medicaid Eligibility Richland County DHHS 3220 Two Notch Rd. Columbia, SC 29204-2826

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### DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

County	Telephone No.	Address
<b>41.</b> Saluda County	(864) 445-2139	Medicaid Eligibility Saluda County DHHS 613 Newberry Highway Saluda, SC 29138  Post Office Box 245 Saluda, SC 29138
<b>42.</b> Spartanburg County	(864) 596-2714	Medicaid Eligibility Spartanburg County DHHS Pinewood Shopping Center 1000 N. Pine St., Suite 23 Spartanburg, SC 29305  Post Office Box 4847 Spartanburg, SC 29305
<b>43.</b> Sumter County	(803) 774-3447	Medicaid Eligibility Sumter County DHHS 105 N. Magnolia St., 3rd Floor Sumter, SC 29150-4941  Post Office Box 2547 Sumter, SC 29151
<b>44.</b> Union County	(864) 424-0227	Medicaid Eligibility Union County DHHS 200 S. Mountain St. Union, SC 29379  Post Office Box 1068 Union, SC 29379
<b>45.</b> Williamsburg County	(843) 355-5411	Medicaid Eligibility Williamsburg County DSS 831 Eastland Ave. Kingstree, SC 29556  Post Office Box 767 Kingstree, SC 29556

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<b>County</b>	<b>Telephone No.</b>	<b>Address</b>
<b>46. York County</b>	(803) 366-1900	Medicaid Eligibility York County DHHS 1890 Neelys Creek Road Rock Hill, SC 29730  Post Office Box 710 Rock Hill, SC 29731-6710

## SECTION 5 ADMINISTRATIVE SERVICES

### DEPARTMENT OF HEALTH AND HUMAN SERVICES REGIONAL / CLTC OFFICES

<u>Office</u>	<u>Counties Served</u>	<u>Contact Information</u>
<b>Area 1 Greenville</b>	Greenville Pickens	SCDHHS Division of CLTC – Area 1 620 N. Main St., Suite 200 Greenville, SC 29601 Phone: (864) 242-2211 Toll Free: 1-888-535-8523 Fax: (864) 242-2107
<b>Area 2 Spartanburg</b>	Cherokee Spartanburg Union	SCDHHS Division of CLTC – Area 2 1411 W. O. Ezell Blvd., Suite 6 Spartanburg, SC 29301 Phone: (864) 587-4707 Toll Free: 1-888-551-3864 Fax: (864) 587-4716
<b>Area 3 Greenwood</b>	Abbeville Edgefield Greenwood Laurens McCormick Saluda	SCDHHS Division of CLTC – Area 3 617 S. Main St. Post Office Box 3088 Greenwood, SC 29648 Phone: (864) 223-8622 Toll Free: 1-800-628-3838 Fax: (864) 223-8607
<b>Area 4 Rock Hill</b>	Chester York Lancaster	SCDHHS Division of CLTC – Area 4 1890 Neely's Creek Road Rock Hill, SC 29732 Phone: (803) 327-9061 Toll Free: 1-888-286-2078 Fax: (803) 327-9065

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<u>Office</u>	<u>Counties Served</u>	<u>Contact Information</u>
<b>Area 5 Columbia</b>	Fairfield Newberry Lexington Richland	SCDHHS Division of CLTC – Area 5 7499 Parklane Road, Suite 164 Columbia, SC 29223 Phone: (803) 741-0826 Toll Free: 1-888-847-0908 Fax: (803) 741-0830
<b>Area 6 Orangeburg</b>	Barnwell Allendale Bamberg Calhoun Orangeburg	SCDHHS Division of CLTC – Area 6 1857 Joe S. Jeffords Highway Orangeburg, SC 29115 Phone: (803) 536-0122 Toll Free: 1-888-218-4915 Fax: (803) 534-2358
<b>Area 6A Aiken Satellite Office</b>	Aiken Barnwell	SCDHHS Division of CLTC – Area 6A 2230 Woodside Executive Ct. Aiken, SC 29803 Phone: (803) 641-7680 Toll Free: 1-888-364-3310 Fax: (803) 641-7682
<b>Area 7 Sumter</b>	Clarendon Kershaw Lee Sumter	SCDHHS Division of CLTC – Area 7 30 Wesmark Court Sumter, SC 29150 Phone: (803) 905-1980 Toll Free: 1-888-761-5991 Fax: (803) 905-1987
<b>Area 8 Florence</b>	Florence Darlington Dillon Chesterfield Marlboro	SCDHHS Division of CLTC – Area 8 201 Dozier Blvd. Florence, SC 29501-4026 Phone: (843) 667-8718 Toll Free: 1-888-798-8995 Fax: (843) 667-9354

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<u>Office</u>	<u>Counties Served</u>	<u>Contact Information</u>
<b>Area 9 Conway</b>	Georgetown Horry Marion Williamsburg	SCDHHS Division of CLTC – Area 9 1601 11 <sup>th</sup> Ave. Conway, SC 29528  Post Office Box 2150 Conway, SC 29526 Phone: (843) 248-7249 Toll Free: 1-888-539-8796 Fax: (843) 248-3809
<b>Area 10 Charleston</b>	Berkeley Charleston Dorchester	SCDHHS Division of CLTC – Area 10 4130 Faber Place Dr., Suite 303 N. Charleston, SC 29405 Phone: (843) 529-0142 Toll Free: 1-888-805-4397 Fax: (843) 566-0171
<b>Area 10A Ridgeland Satellite Office</b>	Beaufort Jasper Colleton Hampton	SCDHHS Division of CLTC – Area 10A 10175 South Jacob Smart Blvd.  Post Office Box 2065 Ridgeland, SC 29936 Phone: (843) 726-5353 Toll Free: 1-800-262-3329 Fax: (843) 726-5113 Beaufort Line: (843) 521-9191
<b>Area 11 Anderson</b>	Anderson Oconee	SCDHHS Division of CLTC – Area 11 3215 Martin Luther King Jr. Blvd. Suite H Anderson, SC 29625  Post Office Box 5947 Anderson, SC 29623-5947 Phone: (864) 224-9452 Toll Free: 1-800-713-8003 Fax: (864) 225-0871

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