

SECTION 5

ADMINISTRATIVE SERVICES

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SECTION 5 ADMINISTRATIVE SERVICES

GENERAL INFORMATION

ADMINISTRATION

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

CORRESPONDENCE AND INQUIRIES

Correspondence concerning specific policy and procedural problems must be directed to a DHHS 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 recipient'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.**

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

Department of Health and Human Services
Attn: Division of Family Services
Post Office Box 8206
Columbia, SC 29202-8206
(803) 898-2565

Correspondence can also be sent by fax to (803) 258-8351 or by email.

Questions concerning beneficiary eligibility or identification numbers should be directed to the DHHS county office in the beneficiary's county of residence. Beneficiaries who have questions regarding specific coverage issues should be referred to the appropriate staff of their county DHHS 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.

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GENERAL INFORMATION

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SECTION 5 ADMINISTRATIVE SERVICES**PROCUREMENT
OF FORMS**

The Department of Health and Human Services will not supply the CMS-1500 claim form (08/05 version) to providers. Providers should purchase the form in its approved format from the private vendor of their choice. Examples of vendors who supply the form are listed below. This list should not be viewed as an endorsement of these vendors by SCDHHS.

**REPRODUCIBLE
NEGATIVES**

Government Printing Office
Room C-836
Building Three
Washington, DC 20401
(202) 275-1189

SOFTWARE

Attn: Orders Department
American Medical Association
Post Office Box 10946
Chicago, IL 60610

HARD COPY CLAIM FORMS

Government Printing Office
Superintendent of Documents
Post Office Box 371954
Pittsburgh, PA 15250-7954
(202) 512-1800
Fax: (202) 512-2250
Web site orders:<http://bookstore.gpo.gov>

PRIVATE VENDORS

Moore Wallace
1210 Key Road
Columbia, SC 29201
(803) 576-1302

Physicians' Record Company
3000 S. Ridgeland Ave.
Berwyn, IL 60402-0724
(800) 323-9268 (toll free)
Fax: (708) 749-0171

SECTION 5 ADMINISTRATIVE SERVICES**PROCUREMENT OF FORMS****PRIVATE VENDORS
(CONT'D.)**

Standard Register Company
140 Stoneridge Drive, Suite 380
Columbia, SC 29210
(803) 256-0004
Fax: (803) 256-1602

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 (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 DHHS 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.

SECTION 5 ADMINISTRATIVE SERVICES

DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

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

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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 |
|--------------------------------|------------------------------|---|
| 10. 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 |
| 11. 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 |
| 12. Chester County | (803) 377-8135 | Medicaid Eligibility Chester County DHHS 115 Reedy St. Chester, SC 29706 |
| 13. Chesterfield County | (843) 623-5226 | Medicaid Eligibility Chesterfield County DHHS 201 N. Page St. Chesterfield, SC 29709 |
| | | Post Office Box 855 Chesterfield, SC 29709 |
| 14. 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 |
|------------------------------|--|--|
| 15. Colleton County | (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 |
| 16. Darlington County | (843) 398-4427 | Medicaid Eligibility Darlington County DHHS 300 Russell St., Room 145 Darlington, SC 29540 |
| | | Post Office Box 2077 Darlington, SC 29532 |
| | | (843) 332-2289 404 S. Fourth St., Suite 300 Hartsville, SC 29550 |
| 17. Dillon County | (843) 774-2713 | Medicaid Eligibility Dillon County DHHS 1213 Highway 34 W. Dillon, SC 29536 |
| | | Post Office Box 351 Dillon, SC 29536 |
| 18. Dorchester County | (843) 563-9524 Toll Free: 1-800-249-8751 | Medicaid Eligibility Dorchester County DSS 201 Johnston St., Bldg. 17 St. George, SC 29477 |
| | | (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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| County | Telephone No. | Address |
|-----------------------|----------------|---|
| 19. 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 |
| 20. 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 |
| 21. 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 |
| 22. Georgetown County | (843) 546-5134 | Medicaid Eligibility Georgetown County DSS 330 Dozier St. Georgetown, SC 29440-3219 |
| | | Post Office Box 371 Georgetown, SC 29442 |
| 23. 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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| County | Telephone No. | Address |
|----------------------|----------------|--|
| 24. Greenwood County | (864) 229-5258 | <p>Medicaid Eligibility Greenwood County DHHS 1118 Phoenix St. Greenwood, SC 29646-3918</p> <p>Post Office Box 1016 Greenwood, SC 29648</p> |
| 25. Hampton County | (803) 914-0053 | <p>Medicaid Eligibility Hampton County DHHS 102 Ginn Altman Ave., Suite B Hampton, SC 29924</p> <p>Post Office Box 693 Hampton, SC 29924</p> |
| 26. Horry County | (843) 381-8260 | <p>Medicaid Eligibility Horry County DHHS 1601 11th Ave., 1st Floor Conway, SC 29526</p> <p>Post Office Box 290 Conway, SC 29528</p> |
| 27. Jasper County | (843) 726-7747 | <p>Medicaid Eligibility Jasper County DHHS 10908 N. Jacob Smart Blvd. Ridgeland, SC 29936</p> <p>Post Office Box 1150 Ridgeland, SC 29936</p> |
| 28. Kershaw County | (803) 432-3164 | <p>Medicaid Eligibility Kershaw County DHHS 110 E. DeKalb St. Camden, SC 29020-4432</p> <p>Post Office Box 220 Camden, SC 29021-0220</p> |

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| County | Telephone No. | Address |
|-----------------------------|----------------------------------|---|
| 29. Lancaster County | (803) 286-8208 | Medicaid Eligibility Lancaster County DHHS 1599 Pageland Highway Lancaster, SC 29720-2409 |
| 30. 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 |
| 31. Lee County | (803) 484-5376 | Medicaid Eligibility Lee County DHHS 820 Brown St. Bishopville, SC 29010 Post Office Box 406 Bishopville, SC 29010 |
| 32. Lexington County | (803) 785-2991 (803) 785-5050 | Medicaid Eligibility Lexington County DHHS 605 West Main St. Lexington, SC 29072-2550 |
| 33. McCormick County | (864) 465-2627 | Medicaid Eligibility McCormick County DHHS 215 N. Mine St. Highway 28 N. McCormick, SC 29835 |
| 34. 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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| County | Telephone No. | Address |
|------------------------------|----------------------------------|--|
| 35. 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 |
| 36. 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 |
| 37. Oconee County | (864) 638-4420 | Medicaid Eligibility Oconee DHHS 223 B Kenneth St. Walhalla, SC 29691 |
| 38. 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 |
| 39. Pickens County | (864) 898-5815 | Medicaid Eligibility Pickens County DHHS 212 McDaniel Ave. Pickens, SC 29671 Post Office Box 160 Pickens, SC 29671-0160 |
| 40. 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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| County | Telephone No. | Address |
|----------------------------|----------------|---|
| 41. Saluda County | (864) 445-2139 | Medicaid Eligibility Saluda County DHHS 613 Newberry Highway Saluda, SC 29138 Post Office Box 245 Saluda, SC 29138 |
| 42. 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 |
| 43. 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 |
| 44. Union County | (864) 424-0227 | Medicaid Eligibility Union County DHHS 200 S. Mountain St. Union, SC 29379 Post Office Box 1068 Union, SC 29379 |
| 45. 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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| County | Telephone No. | Address |
|------------------------|----------------------|--|
| 46. York County | (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 |