

**SECTION 4**  
**ADMINISTRATIVE SERVICES**

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## SECTION 4 ADMINISTRATIVE SERVICES

### GENERAL INFORMATION

#### ADMINISTRATION

The Department of Health and Human Services (DHHS) administers the South Carolina Medicaid Program, as well as the Optional State Supplementation Program. This section outlines the available services for providers, with telephone numbers and addresses for county and regional DHHS offices.

#### CORRESPONDENCE AND INQUIRIES

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.

Correspondence concerning specific policies and procedures should be directed to the appropriate program or entity from the following list:

#### Facility Licensure

S.C. Department of Health and Environmental Control  
Division of Health Licensing  
2600 Bull Street  
Columbia, SC 29201  
(803) 545-7201

#### Facility Enrollment

S.C. Department of Health and Human Services  
OSS Enrollments  
Post Office Box 8809  
Columbia, SC 29202-8809  
(803) 788-7622 Ext. 41650

#### Cost Reports

S.C. Department of Health and Human Services  
Long Term Care Reimbursements  
Post Office Box 8206  
Columbia, SC 29202-8206  
(803) 898-1014

**SECTION 4 ADMINISTRATIVE SERVICES****GENERAL INFORMATION**

<b>Policies and Procedures</b>	S.C. Department of Health and Human Services Community and Facility Services Post Office Box 8206 Columbia, SC 29202-8206 (803) 898-2590 Fax (803) 898-4509
<b>Waiting List</b>	S.C. Department of Health and Human Services Regional Office (see full list in this section)
<b>Eligibility</b>	S.C. Department of Health and Human Services County Eligibility Office (see full list in this section)
<b>Send Completed TADs to:</b>	Claims Receipt – CRCF Claims Section Post Office Box 67 Columbia, SC 29202-0067 (803) 788-7622 Ext. 41613 Fax (803) 699-8637

## SECTION 4 ADMINISTRATIVE SERVICES

### PROCUREMENT OF FORMS

#### 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.

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## **SECTION 4 ADMINISTRATIVE SERVICES**

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**SECTION 4 ADMINISTRATIVE SERVICES****DEPARTMENT OF  
HEALTH AND  
HUMAN SERVICES  
REGIONAL  
OFFICES**

<b>Aiken</b>	2330 Woodside Executive Ct. Aiken, SC 29803
Counties: Aiken, Barnwell	Telephone: (803) 641-7680 Fax: (803) 641-7682 1-888-364-3310
<b>Anderson</b>	Post Office Box 5947 Anderson, SC 29623-5947
Counties: Anderson, Oconee	3215 Martin Luther King Jr., Suite H Anderson, SC 29625 Telephone: (864) 224-9452 Fax: (864) 225-0871 1-800-713-8003
<b>Charleston</b>	5900 Core Road, Suite 505 N. Charleston, SC 29406
Counties: Berkeley, Charleston, Dorchester	Telephone: (843) 529-0142 Fax: (843) 566-0171 1-888-805-4397
<b>Columbia</b>	7499 Parklane Road, Suite 164 Columbia, SC 29223
Counties: Fairfield, Lexington, Newberry, Richland	Telephone: (803) 741-0826 Fax: (803) 741-0830 1-888-847-0908
<b>Conway</b>	PO Box 2150 (29526) 16011 11 <sup>th</sup> Ave. Conway, SC 29528
Counties: Georgetown, Horry, Marion, Williamsburg	Telephone: (843) 248-7249 Fax: (843) 248-3809 1-888-539-8796

**SECTION 4 ADMINISTRATIVE SERVICES****DEPARTMENT OF HEALTH AND HUMAN SERVICES REGIONAL OFFICES**

<b>Florence</b>	201 Dozier Boulevard Florence, SC 29501 Telephone: (843) 667-8718 Fax: (843) 667-9354 1-888-798-8995
Counties: Darlington, Dillon, Florence, Chesterfield, Marlboro	
<b>Greenville</b>	620 North Main Street Greenville, SC 29601 Telephone: (864) 242-2211 Fax: (864) 242-2107 1-888-535-8523
Counties: Greenville, Pickens	
<b>Greenwood</b>	617 South Main Street PO Box 3088 Greenwood, SC 29648 Telephone: (864) 223-8622 Fax: (864) 741-0830 1-888-628-3838
Counties: Abbeville, Edgefield, Greenwood, Laurens, McCormick, Saluda	
<b>Orangeburg</b>	1857 Joe S. Jeffords Highway Orangeburg, SC 29115 Telephone: (803) 536-0122 Fax: (803) 534-2358 1-888-218-4915
Counties: Allendale, Bamberg, Calhoun, Orangeburg	
<b>Ridgeland</b>	10175 South Jacob Smart Blvd. Post Office Box 2065 Ridgeland, SC 29936 Telephone: (843) 726-5353 Fax: (843) 726-5113 Beaufort Line: (843) 521-9191 1-800-262-3329
Counties: Beaufort, Colleton, Hampton, Jasper	
<b>Rock Hill</b>	1890 Neely's Creek Road Rock Hill, SC 29732 Telephone: (803) 327-9061 Fax: (803) 327-9065 1-888-286-2078
Counties: Chester, Lancaster, York	

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**SECTION 4 ADMINISTRATIVE SERVICES**

**DEPARTMENT OF HEALTH AND HUMAN SERVICES REGIONAL OFFICES**

**Spartanburg**

Counties: Cherokee,  
Spartanburg, Union

1411 W. O Ezell Blvd., Suite 6  
Spartanburg, SC 29301  
Telephone: (864) 587-4707  
Fax: (864) 587-4716  
1-888-551-3864

**Sumter**

Counties: Clarendon,  
Kershaw, Lee, Sumter

30 Wesmark Court  
Sumter, SC 29150  
Telephone: (803) 905-1980  
Fax (803) 905-1987  
1-888-761-5991

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## **SECTION 4 ADMINISTRATIVE SERVICES**

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## SECTION 4 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

## SECTION 4 ADMINISTRATIVE SERVICES

### 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

## SECTION 4 ADMINISTRATIVE SERVICES

### 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

## SECTION 4 ADMINISTRATIVE SERVICES

### 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
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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### 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

## SECTION 4 ADMINISTRATIVE SERVICES

### DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

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

**SECTION 4 ADMINISTRATIVE SERVICES****DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES**

<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