



Medical Assistance Providers Quick Reference Guide

<p>Behavioral Health Provider Hotline Assistance with technical issues (billing/recipient eligibility) from BH provider, BH MCOs, counties etc.</p>	<p>1-800-433-4459 Mon. – Fri. 8 AM - 3:45 PM</p>
<p>FFS Provider Service Center Assist with FFS billing questions, including dental inquiries; General non-pharmacy prior authorization questions</p>	<p>1-800-537-8862 Mon. – Fri 8 AM - 4:30 PM</p>
<p>Eligibility Verification Provides verification of MA eligibility and plan information</p>	<p>1-800-766-5387 24 hours a day/ 7 days a week</p>
<p>Intense Medical Case Management Unit Assistance with individuals with complex needs and case management for catastrophic events and individuals in need of one-on-one support with a registered nurse</p>	<p>1-800-537-8862 Mon. – Fri 8 AM - 4:30 PM</p>
<p>Medical Assistance Electronic Health Records Incentive Program Support Center Assists providers with EHR Incentive Program questions, including MAPIR inquires</p>	<p>If you have any questions, please email us at ra-mahealthit@pa.gov</p>
<p>ODP Claims Resolution Section Claims/billing inquiries for the Consolidated Waiver, P/FDS Waiver & ODP Base programs</p>	<p>1-866-386-8880 Mon. – Thurs. 8:30 AM – noon & 1 - 3:30PM</p>
<p>ODP Provider Enrollment General ODP enrollment programs</p>	<p>1-888-565-9435 Mon. – Fri. 8 AM – 5 PM</p>

Please visit www.HealthChoicesPA.com for more information.



<p>Office of Long Term Living (OLTL) Provider Call Center Assists with nursing facilities, ICF/MRs, LIFE program billing questions, OLTL waivers billing and general enrollment questions</p>	<p>1-800-932-0939 Mon. - Thurs. 9 AM - noon & 1 - 4 PM</p>
<p>OLTL DME Hotline Assist with LTC billing questions relating to DME</p>	<p>1-877-299-2918 Mon. - Fri 7:30 AM - 4 PM</p>
<p>Pharmacy Services Provider Call Center FFS pharmacy billing questions and FFS pharmacy prior authorizations</p>	<p>1-800-537-8862 Mon. - Fri 8 AM - 4:30 PM</p>
<p>FFS Prior Authorization For FFS home health, PET scans, PSR and prospective benefit limit office visits</p>	<p>1-800-537-8862 Mon. - Fri 7:30 AM - 4:30 PM</p>
<p>FFS Prior Authorization For Advanced Radiologic Imaging service</p>	<p>1-800-537-8862, option 1, then 3, then 3 Mon. - Fri 8 AM - 5 PM</p>
<p>Provider Assistance Center For provider questions on electronic claims and transaction submissions and the Provider Electronic Submission (PES) software</p>	<p>1-800-248-2152 or 717-975-4100 Mon. - Fri 8 AM - 5 PM</p>
<p>Provider Enrollment Provides assistance regarding MA enrollment processes and MA enrollment file maintenance; General MA enrollment questions.</p>	<p>1-800-537-8862 Mon. - Fri 8 AM - 4:30 PM</p>

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