

**NEW YORK STATE
MEDICAID PROGRAM**

INFORMATION FOR ALL PROVIDERS

INQUIRY

Table of Contents

Computer Sciences Corporation Contacts	2
Provider Types	3
Medicaid Contacts	4
Recipient Eligibility Verification	5
Provider Enrollment Contacts	6
DOH Directory	8
Prior Approval and Medical Review Contacts	9
Local Departments of Social Services.....	12

Computer Sciences Corporation Contacts

Please include your eMedNY Provider ID number when making inquiries and in all correspondence.

For Questions Concerning:	Contact:
ePACES (claims)	Computer Sciences Corporation
Obtaining Claim Forms	(518) 447-9860 (800) 522-5518
Obtaining Prior Approval Forms	Select option 1 from the Menu, then press:
Preparing/Completing Claim Forms	1 for Pharmacy 2 for *Institutional Services 3 for *Practitioner Services 4 for *Professional Services
Remittance Statements/Billing	*For List of Provider Types associated with this unit, see next page
Training/Billing Seminars	
Ordering Provider Manuals and Updates	Computer Sciences Corporation (800) 343-9000
Provider Relations Issues	http://www.emedny.org/ProviderManuals/index.html
The Medicaid Eligibility Verification System (MEVS) For assistance with the recipient eligibility verification procedures, VeriFone terminal equipment, Pharmacy PRODUR/ECCA, ePACES (eligibility), or any other MEVS transaction.	Computer Sciences Corporation (800) 343-9000 This number is for providers only.
To access the MEVS, the provider will need to follow the instructions in the MEVS Manual.	The MEVS Manual can be accessed/downloaded at: http://www.emedny.org/ProviderManuals/index.html
*Reminder: providers should verify Medicaid eligibility prior to rendering service.	
To Submit Prior Approval Requests	Computer Sciences Corporation P.O. Box 4600 Rensselaer, New York 12144-4600
To Request Utilization Threshold Override Applications and for Questions Regarding Completion and Status of UT Override Applications	Computer Sciences Corporation MOAS P.O. Box 4602 Rensselaer, New York 12144-4602 (518) 426-5843 – Select Option 3 (800) 421-3893
To Submit Paper Claims	Computer Sciences Corporation P.O. Box 4601 Rensselaer, New York 12144-4601

Grouping of Provider Types for Inquiry Purposes

<p>Institutional Services:</p> <ul style="list-style-type: none">• Assisted Living Program• Child Care• Clinic• Comprehensive Medicaid Case Management• Day Treatment• Dental Clinic• Health Maintenance Organization• Home and Community Based Services• Waivers<ul style="list-style-type: none">▶ Care at Home Program▶ Long Term Home Health Care Program▶ OMH Children's Waiver▶ OMRDD Waiver▶ TBI Waiver• Home Health• Hospice• ICF DD• Inpatient• Laboratory (Hospital)• Limited Licensed Home Care Services Agency• Nursing Service (Registry)• Office of Mental Health Certified Rehabilitation Services• Ordered Ambulatory• Personal Care• Personal Emergency Response Services• Residential Health Care Facility (Nursing Home)• School Supportive Health Services• Preschool Supportive Health Services• Early Intervention	<p>Practitioner Services:</p> <ul style="list-style-type: none">• Chiropractor (QMB Services)• Clinical Psychologist• Clinical Social Worker (QMB Services)• Dental/Mobil Van• Midwife• Nurse Practitioner• Nursing Services (LPN/RN)• Physician/Group• Podiatry• Portable X-ray Supplier (QMB Services)• Rehabilitation Services• Vision Care <p>Professional Services: (Businesses)</p> <ul style="list-style-type: none">• DME• Hearing Aid• Laboratory• Pharmacy• Transportation
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Medicaid Contacts

For Questions Concerning:	Contact:
<p>Check Amounts To obtain check amounts prior to the release of the check, select Check Call option from the menu of services offered. Only the current week's check amount will be reported.</p>	<p>NYS Department of Health 866-307-5549</p>
<p>Medicaid Policy</p> <p>Call Center Help Line Co-Pay Hotline Fraud/Forgery Hotline Managed Care Medical/Dental Prior Approval Restricted Recipients Utilization Threshold Two Year Billing Regulations (see guidelines in Information For All Providers, General Billing)</p>	<p>NYSDOH, Office of Medicaid Management</p> <p>(800) 541-2831 (800) 541-2831 (877) 873-7283 (800) 206-8125 (800) 342-3005 (518) 474-6866 (518) 474-6866 (800) 562-0856 menu #4</p>
<p>Obtaining Transportation Prior Approval</p> <p>NYC Upstate</p>	<p>(800) 243-7842 Local Department of Social Services</p>
<p>Obtaining Personal Care Services Prior Approval</p>	<p>Local Department of Social Services</p>
<p>Obtaining Diagnosis Codes Copies may be purchased from two sources:</p>	<p>International Classification of Diseases ICD-9-CM P.O. Box 991 Ann Arbor, MI 48106</p> <p>Superintendent of Documents US Government Printing Office Washington, DC 20402</p>
<p>Forms</p> <p>DSS-3113 - Hysterectomy Receipt of Information</p> <p>DSS-3134 - Sterilization Consent</p> <p>DSS-3559 - Long Term Care Facility Report of Medicaid Recipient Admission/Readmission or Discharge/Transfer Form</p>	<p>Office of Temporary and Disability Assistance Forms & Print Management P.O. Box 1990 Albany, New York 12201</p>

Recipient Eligibility Verification

For Questions Concerning:

Contact:

Recipient Eligibility:

Eligibility discrepancies must be reported to the recipients' Local Social Services Districts. CSC's MEVS staff cannot address these calls or resolve eligibility file issues.

Assistance can be obtained when the provider believes that a patient is covered by Medicaid, but does not have the patient's Medicaid number by calling this telephone number and selecting Name Search option from the menu of services offered. There is a charge of \$.85 per minute for this optional service. A touch-tone telephone is required.

Local Department of Social Services

NYS Department of Health
(518) 472-1550

Provider Enrollment Contacts

For Questions Concerning:	Contact:
<p>Provider Enrollment, Change of Information, Ownership Change, Add or Change Locator Codes:</p> <p>If you are:</p> <ul style="list-style-type: none">Adult Day Care ProgramAssisted Living ProgramCase ManagementChild Care AgencyClinicCommunity ResidenceDiagnostic and Treatment CenterEmergency RoomHCBS/TBI Waiver ProviderHome Health AgencyHospiceHMOHospitalIntermediate Care Facility for Mentally RetardedLong Term Home Health Care ProgramNursing Service (Registry)Personal Care ProviderPersonal Emergency Response System ProviderPrepaid Capitation GroupResidential Health Care Facility (Nursing Home)School Supportive Health Service	<p>Rate Based Provider Unit Bureau of Medical Review and Payment Office Of Medicaid Management New York State Department Of Health 150 Broadway, Suite 6E Albany, New York 12204-2736</p> <p>(518) 474-8161</p>
Provider Enrollment	Applications are available at: http://www.emedny.org/info/ProviderEnrollment/index.html

Information For All Providers, Inquiry

All Provider Types

All Enrollment Packets should be mailed to:

Computer Sciences Corporation
P.O. Box 4603
Rensselaer, NY 12144-4603

Fee for Service Provider Types Only:

Audiologist	Optician
Chiropractor	Optometrist
Dental Group	Optical Establishment
Dental School	Pharmacy
Dentist/Mobil Van	Physician/Group
DME Supplier	Physician Assistant
Hearing Aid Dispenser	Podiatrist/Group
Laboratory	Portable X-Ray Supplier
Laboratory Director	Psychologist/Group
Midwife	Service Bureau
Multi Service Group	Social Worker/Group
Nurse	Supervising Pharmacist
Nurse Practitioner	Therapist/Group
Nurse Registry	Transportation Provider

For any questions concerning enrollment:

Call 800-343-9000 (select option 5)

Provider Enrollment Updates

All Provider Types	Nurse Practitioner
Audiologist	Nurse Registry
Chiropractor	Optician
Dental Group	Optometrist
Dental School	Optical Establishment
Dentist/Mobil Van	Pharmacy
DME Supplier	Physician/Group
Hearing Aid Dispenser	Physician Assistant
Portable X-Ray Supplier	Podiatrist/Group
Laboratory	Service Bureau
Laboratory Director	Social Work/Group
Midwife	Supervising Pharmacist
Multi Service Group	Therapist/Group
Nurse	Transportation Provider

Provider Maintenance Forms are available at
<http://www.emedny.org/info/ProviderEnrollment/index.html>

Completed update forms should be mailed to:

Computer Sciences Corporation
P.O. Box 4610
Rensselaer, NY 12144-4610

For any questions concerning enrollment:

Call 800-343-9000 (select option 5)

DOH Directory

<p>Department of Health (Contains many toll-free numbers and web addresses)</p> <p>List of Disqualified Orderers of Medicaid Services</p> <p>Medicaid Update Monthly Newsletters</p> <p>Public Health Forum NYS Health Rules and Regulations Full Text Search – Official Compilation of NY Codes, Rules and Regulations (NYCRR)</p>	<p>www.health.state.ny.us</p> <p>http://www.health.state.ny.us/health_care/medicaid/fraud/left.htm</p> <p>www.health.state.ny.us/nysdoh/mancare/omm/main.htm</p> <p>Title 10 – NYCRR www.health.state.ny.us/nysdoh/phforum/nycrr10.htm</p> <p>Title 18- NYCRR www.health.state.ny.us/nysdoh/phforum/nycrr18.htm</p>
<p>DOH Directory Services</p> <p>Child Health Plus</p> <p>EPIC - Elderly Pharmaceutical Insurance Coverage Program</p> <p>Family Health Plus Program</p> <p>Office of Managed Care Program</p> <p>Office of Professional Medical Conduct (Complaints and Inquiries)</p> <p>Smokers Quitline</p>	<p>Toll Free Help Line Numbers</p> <p>(800) 698-4KIDS</p> <p>(800) 634-1340</p> <p>(877) 9-FHPLUS (877-934-7587)</p> <p>(800) 206-8125</p> <p>(800) 663-6114</p> <p>(888) 609-6292</p>
<p>NDC or Legend Drug Questions</p> <p>(Should a problem occur concerning an NDC number or price of a legend drug on the New York State microfiche)</p>	<p>NYS Department of Health Office of Medicaid Management 99 Washington Avenue, Suite 720 Albany, New York 12210-2806 Attention: Director, Pharmacy Policy and Operations</p> <p>(518) 486-3209</p>

Prior Approval and Medical Review Contacts

The verification process via MEVS must be completed to determine the *County having financial responsibility for the recipient*; consult the list below for the appropriate offices to contact.

Area Office	Recipient's County of Fiscal Responsibility
<p>New York City Department of Health Bureau of Health Insurance Services 161 William Street, 6th FLR, Box 34 New York, NY 10038 (212) 676-2950</p> <p>Transportation (CSC) (800) 243-7842</p>	<p>Bronx Kings (Brooklyn) New York (Manhattan) Queens Richmond (Staten Island)</p>
<p>New York State Department of Health Buffalo Area Office 584 Delaware Avenue Buffalo, New York 14202 (800) 462-8407 for:</p> <p>Durable Medical Equipment</p> <p>Out-of-State Services</p> <p>Pharmacy (800) 462-7552, (716) 847-4650 (except Enteral products listed under code B9998)</p> <p>Private Duty Nursing (except Erie County)</p>	<p>Allegany Cattaraugus Chautauqua Erie Genesee Niagara Orleans Wyoming</p>

Information For All Providers, Inquiry

Area Office	Recipient's County of Fiscal Responsibility
<p>Prior Approval Bureau of Medical Review & Payment New York State Department of Health Office of Medicaid Management 150 Broadway, Suite 6E Albany, New York 12204-2736 (518) 474-3575 (800) 342-3005 for:</p> <p>Dental</p> <p>Dispensing Validation System (DVS) and Voice Interactive Telephone Prior Authorization System for non-drug items. (Requests for override of frequency/quantity limits for medical reasons only)</p> <p>Eye Services Hearing Aids Physician</p>	<p>STATEWIDE – Except for Nassau, New York City, Suffolk and Westchester</p>
<p>Durable Medical Equipment</p>	<p>STATEWIDE – Except for Buffalo Area</p>
<p>Out-of-State Services Pharmacy (including Enteral products listed under code B9998 for Buffalo Area)</p>	<p>STATEWIDE – Except for Buffalo Area</p>
<p>Private Duty Nursing Services</p> <p>Broome County Broome County Department of Social Services Medical Services Unit 36-42 Main Street Binghamton, New York 13905 (607) 778-2707</p> <p>Chemung County Chemung County Human Resources Center 425-447 Pennsylvania Avenue Elmira, New York 14904 (607) 737-5487</p> <p>Erie County Erie County Department of Social Services Erie County C.A.S.A. 95 Franklin Street Buffalo, New York 14202 (716) 858-2375</p>	<p>STATEWIDE – Except for the seven counties listed, and those in the Buffalo Area.</p>

Information For All Providers, Inquiry

Area Office	Recipient's County of Fiscal Responsibility
<p>Oneida County Oneida County Department of Social Services Oneida County Office of Continuing Care 520 Seneca Street, 2nd Floor Utica, New York 13502</p> <p>Schenectady County Schenectady County Department of Social Services 107 Nott Terrace, 3rd Floor Schenectady, New York 12308 (518) 386-2253</p> <p>Tompkins County Tompkins County Department of Social Services Tompkins County Long Term Care 320 West State Street Ithaca, New York 14850 (607) 274-5278</p> <p>Westchester County Westchester County Department of Social Services Division of Medical Home Care Services 270 North Avenue New Rochelle, New York 10801 (914) 813-5440</p>	

Local Departments of Social Services

Albany County Department of Social Services
162 Washington Avenue
Albany, New York 12210
(518) 447-7300

Allegany County Department of Social Services
7 Court Street
Belmont, New York 14813
(585) 268-9622

Broome County Department of Social Services
36-38 Main Street
Binghamton, New York 13905-3199
(607) 778-8850

Cattaraugus County Department of Social Services
One Leo Moss Drive, Suite 6010
Olean, New York 14760
(716) 373-8070

Cayuga County Department of Social Services
County Office Building
160 Genesee Street
Auburn, New York 13021-3433
(315) 253-1011

Chautauqua County Department of Social Services
Hall R. Clothier Health & Social Services Building
Mayville, New York 14757
(716) 753-4421

Chemung County Department of Social Services
Human Resources Center
P.O. Box 588
425 Pennsylvania Avenue
Elmira, New York 14902-1795
(607) 737-5309

Chenango County Department of Social Services
County Office Building
P.O. Box 590
5 Court Street
Norwich, New York 13815
(607) 337-1500

Clinton County Department of Social Services
13 Durkee Street
Plattsburgh, New York 12901
(518) 565-3300

Columbia County Department of Social Services
P.O. Box 458
25 Railroad Avenue
Hudson, New York 12534-2514
(518) 828-9411

Cortland County Department of Social Services
County Office Building
60 Central Avenue
Cortland, New York 13045-5590
(607) 753-5248

Delaware County Department of Social Services
111 Main Street
Delhi, New York 13753-1265
(607) 746-2325

Dutchess County Department of Social Services
60 Market Street
Poughkeepsie, New York 12601-3302
(845) 486-3000

Erie County Department of Social Services
95 Franklin Street
Buffalo, New York 14202-3959
(716) 858-8000

Essex County Department of Social Services
7551 Court Street, P.O. Box 217
Elizabethtown, New York 12932-0217
(518) 873-3302

Franklin County Department of Social Services
Court House
335 West Main Street, Suite 331
Malone, New York 12953
(518) 483-6770

Fulton County Department of Social Services
P.O. Box 549
4 Daisy Lane
Johnstown, New York 12095
(518) 736-5640

Genesee County Department of Social Services
5130 East Main Street, Suite 3
Batavia, New York 14020-9407
(585) 344-2580

Information For All Providers, Inquiry

Greene County Department of Social Services
411 Main Street
P.O. Box 528
Catskill, New York 12414-1716
(518) 943-3200

Hamilton County Department of Social Services
P.O. Box 725 - White Birch Lane
Indian Lake, New York 12842-0725
(518) 648-6131

Herkimer County Department of Social Services
301 North Washington Street, Suite 2110
Herkimer, New York 13350
(315) 867-1291

Jefferson County Department of Social Services
Human Services Building
250 Arsenal Street
Watertown, New York 13601
(315) 782-9030

Lewis County Department of Social Services
P.O. Box 193
Lowville, New York 13367
(315) 376-5400

Livingston County Department of Social Services
3 Murray Hill Drive
Mount Morris, New York 14510
(585) 243-7300

Madison County Department of Social Services
Madison County Complex
P.O. Box 637
Wampsville, New York 13163
(315) 366-2211

Monroe County Department of Social Services
111 Westfall Road, Room 660
Rochester, New York 14620-4686
(585) 274-6000

Montgomery County Department of Social Services
County Office Building
P.O. Box 745
Fonda, New York 12068
(518) 853-4646

Nassau County Department of Social Services
101 County Seat Drive
Mineola, New York 11501
(516) 571-4444

New York City Human Resources Administration
180 Water Street
New York, New York 10038
(877) 472-8411 within the 5 boroughs
(718) 557-1399 outside of NYC

Niagara County Department of Social Services
P.O. Box 506, 20 East Avenue
Lockport, New York 14095-3394
(716) 439-7602

Oneida County Department of Social Services
County Office Building
800 Park Avenue
Utica, New York 13501-2981
(315) 798-5733

Onondaga County Department of Social Services
Onondaga County Civic Center
421 Montgomery Street
Syracuse, New York 13202-2923
(315) 435-2985 or (315) 425-2986

Ontario County Department of Social Services
3010 County Complex Drive
Canandaigua, New York 14424
(585) 396-4060

Orange County Department of Social Services
Quarry Road, Box Z
Goshen, New York 10924-0678
(845) 291-4000

Orleans County Department of Social Services
14016 Route 31 West
Albion, New York 14411-9365
(585) 589-7004

Oswego County Department of Social Services
100 Spring Street, P.O. Box 1320
Mexico, New York 13114
(315) 963-5000

Information For All Providers, Inquiry

Otsego County Department of Social Services
197 Main Street
Cooperstown, New York 13326-1196
(607) 547-7594

Putnam County Department of Social Services
110 Old Route Six Center
Building #2
Carmel, New York 10512-2110
(845) 225-7040

Rensselaer County Department of Social Services
133 Bloomingrove Drive
Troy, New York 12180-8403
(518) 283-2000

Rockland County Department of Social Services
Building L
Sanatorium Road
Pomona, New York 10970
(845) 364-2000

St. Lawrence County Department of Social Services
6 Judson Street
Canton, New York 13617-1197
(315) 379-2111

Saratoga County Department of Social Services
152 West High Street
Ballston Spa, New York 12020
(518) 884-4140

Schenectady County Department of Social Services
487 Nott Street
Schenectady, New York 12308-1812
(518) 388-4470

Schoharie County Department of Social Services
County Office Building
P.O. Box 687
Schoharie, New York 12157
(518) 295-8334

Schuyler County Department of Social Services
County Office Building
105 Ninth Street – Unit 3
Watkins Glen, New York 14891
(607) 535-8303

Seneca County Department of Social Services
1 DiPronio Drive
Waterloo, New York 13165-0690
(315) 539-1800

Steuben County Department of Social Services
3 East Pulteney Square
Bath, New York 14810
(607) 776-7611

Suffolk County Department of Social Services
3085 Veterans Memorial Highway
Ronkonkoma, New York 11779
(631) 854-9700

Sullivan County Department of Social Services
Box 231, 16 Community Lane
Liberty, New York 12754
(845) 292-0100

Tioga County Department of Social Services
Box 240
Owego, New York 13827
(607) 687-8300

Tompkins County Department of Social Services
320 West State Street
Ithaca, New York 14850
(607) 274-5336

Ulster County Department of Social Services
1061 Development Court
Kingston, New York 12401
(845) 334-5000

Warren County Department of Social Services
Warren County Municipal Annex
1340 State Route 9
Lake George, New York 12845
(518) 761-6300

Washington County Department of Social Services
Washington Municipal Center
383 Broadway
Fort Edward, New York 12828
(518) 746-2300

Information For All Providers, Inquiry

Wayne County Department of Social Services
77 Water Street
P.O. Box 10
Lyons, New York 14489-0010
(315) 946-4881

Westchester County Department of Social
Services
County Office Building #2
112 East Post Road
White Plains, New York 10601-5272
(914) 995-5000

Wyoming County Department of Social Services
466 North Main Street
Warsaw, New York 14569-1080
(585) 786-8900

Yates County Department of Social Services
County Office Building
110 Court Street
Penn Yan, New York 14527-1118
(315) 536-5183