

MEDICAID RESOURCE LIST

HEALTHY CONNECTIONS (HC): Statewide Cust Serv: 1-888-528-5861 Fax: 1-888-532-0014 Email: hccr7@dhw.idaho.gov
Contact Healthy Connections if participant is looking for or wanting to change Primary Care Providers (PCPs), is being dismissed from your clinic, or for general program questions. For a list of HC PCPs online, go to www.healthyconnections.idaho.gov.

| | | | |
|---------------------------------|---|-------------------------------|--|
| Region 1 – Coeur d’Alene | 208-666-6766 or 1-800-299-6766 Fax: 208-769-1473 | Region 2 - Lewiston | 208-799-5088 or 1-800-799-5088 Fax: 208-799-5167 |
| Region 3 – Payette | 208-642-7006 or 1-800-494-4133 Fax: 208-642-7082 | Region 4 – Boise | 208-334-4676 or 1-800-354-2574 Fax: 208-334-0953 |
| Region 5 – Twin Falls | 208-736-4793 or 1-800-897-4929 Fax: 1-888-532-0014 | Region 6 – Pocatello | 208-235-2927 or 1-800-284-7857 Fax: 208-235-2820 |
| Region 7 – Idaho Falls | 208-528-5786 or 1-800-919-9945 Fax: 208-528-5933 | HC PCMH QI Specialists | Regions 1-2 & 6-7 208-665-8846 Regions 3-5 208-334-0842 |
| Spanish line | 1-800-378-3385 | | |

DHW (Dept of Health & Welfare) WEBSITE - www.healthandwelfare.idaho.gov A link to DHW Program information, Information Releases, Idaho Medicaid fee schedule, DHW state forms, the Idaho Health Plan coverage booklet, Prior Auth forms, etc.

MOLINA CUSTOMER SERVICE

HealthPAS OnLine Portal - www.idmedicaid.com For information and access to provider accounts for claims and eligibility. Access to MedicAide newsletter, Information Releases, Provider Handbook, Provider Directory, Medicaid Fee Schedule, Provider Enrollment and Maintenance, Announcements, and Training sessions. Click on ‘Contact Us’ for phone, fax, and emails for the different depts and Regional Provider Relations Consultants (PRCs).

Provider Services, Provider Enrollment, and Technical Services: 1-866-686-4272

This is the MACS (Medicaid Automated Customer Service) number for providers. Eligibility & HC/Health Home enrollments, Provider Enrollment, Technical Services, Coverage & Billing issues, third party coverage, limitations (eye exam, PT visits, etc.).

Participant Services: 1-866-686-4752 For participants with coverage questions and billing issues.

DME (Durable Medical Equipment) Unit: 1-866-205-7403 or at **1-208-364-1830**; Fax: 1-877-314-8782

Website: www.dme.idaho.gov Prior authorization for DME equipment (i.e. wheelchairs, walkers, hospital beds, ventilators, etc.); and supplies (i.e. feeding tubes, catheters, dressings, diabetic, incontinence, and nutritional supplies, etc.).

EMS (EMERGENCY MEDICAL SERVICES) 1-800-362-7648 Authorization of non-emergency ambulance transportation.

EPSDT (Early Periodic Screening, Diagnosis, & Treatment) 208-364-1983 Information can be found at EPSDT.dhw.idaho.gov.

FRAUD UNIT *Health Care Fraud* **1-208-334-5754**; email: prvfraud@dhw.idaho.gov *Welfare Fraud* **1-866-635-7515**; email: welfraud@dhw.idaho.gov. Info and Complaint forms available by clicking on Report Fraud link at www.healthandwelfare.idaho.gov.

HMS (HEALTH MANAGEMENT SYSTEMS) 1-800-873-5875 Report changes in status of participant’s private insurance plans; accident related surveys & claims

IDAHO CARELINE: 1-800-926-2588 or 211 Provides contact information to health related services and also to other statewide related services. Website: www.211.Idaho.gov

IHDE (IDAHO HEALTH DATA EXCHANGE): 1-208-332-7253 Connecting health systems, hospitals, providers, labs, and imaging centers in the tri-state area of Idaho, Eastern Washington, and Eastern Oregon to electronically and securely share patient medical records. Website: www.idahohde.org. Email: info@idahohde.org.

IDAHO SMILES – Dental coverage for Idaho Medicaid participants. Website is www.mcnaid.net.

For Participants to call: 1-855-233-6262 For Providers to call: 1-855-235-6262.

LOCK-IN 1-208-364-1829 Participant Over-Utilization

MEDICARE MEDICAID COORDINATED PROGRAM (MMCP): True Blue: **1-888-495-2583** Blue Cross of Idaho website: www.truebluesnp.com. DHW’s Dual Eligible programs website: www.MedicaidLTCManagedCare.dhw.idaho.gov

MEDICARE PART D PRESCRIPTION DRUG BENEFIT: www.medicare.gov OR **1-800-Medicare (1-800-633-4227)**

OPTUM IDAHO: IBHP (Idaho Behavioral Health Plan) contract with Optum started 9/1/13. Administration of outpatient community-based mental health services, substance use disorder services, and case management (service coordination) services.

For Participants to call: 1-855-202-0973 For Providers to call: 1-855-202-0983 Website : www.optumidaho.com

PHARMACY – MAGELLAN MEDICAID ADMIN., INC. – Providers: 1-800-922-3987; Participants: 1-888-773-9466

Info and questions on pharmacy claims processing, eligibility, plan limitations, coordination of benefits, and prior authorization status. Available 24 hours/day, 7 days/week. Website is <https://idaho.fhsc.com>.

PHARMACY UNIT w/DHW: 1-866-827-9967 or 1-208-364-1829; fax 1-800-327-5541

Prior authorization of certain medications. Link for Prior Authorization forms and criteria is www.medicaidpharmacy.idaho.gov.

PHA - PREVENTIVE HEALTH ASSISTANCE – 1-877-364-1843 Email: medicaidphaprogram@dhw.idaho.gov

Website: www.medicaid.idaho.gov. Behavioral PHA provides opportunities designed to help with healthier lifestyle, such as Weight Management. Wellness PHA encourages keeping children up to date on well child checks & immunizations.

SHIBA (SENIOR HEALTH INSURANCE BENEFITS ADVISORS): 1-800-247-4422 Advocate for Medicare beneficiaries

SHIP (STATE HEALTHCARE INNOVATION PLAN): Website: www.ship.idaho.gov A comprehensive statewide initiative to improve the health of all Idahoans by reforming our healthcare delivery system to one that values improved health outcomes through a patient-centered focus.

TELLIGEN (starting 9/1/16 – previously was Qualis Health): – 1-866-538-9510 Services include prior authorization for select in-patient hospital admits & surgeries. Website: www.idmedicaid.telligen.com Email: IDMedicaidsupport@telligen.com

TRANSPORTATION – VEYO (starting 7/1/16 – previously was AMR): Non-emergency Medicaid transportation authorizations
For Participants: 1-877-503-1261 For Providers: 1-877-986-7421 Email: veyoidaho@veyo.com Website: www.IdahoTransport.com
Call at least 2 business days before travel time to schedule transportation. Transportation services may be authorized only when there is no other means of transportation available, and it is to the nearest medical provider appropriate to perform the medical service.

TPR (Third Party Recovery) Unit: HIPP (Health Insurance Premium Payment) – 1-866-458-7657;
Estate Recovery issues: 1-866-849-3843; **Medicare Buy-In issues:** 208-334-5791

YOUR HEALTH IDAHO – Idaho Health Insurance Exchange: Website is www.yourhealthidaho.org. Resource that allows Idahoans to shop, compare, and choose the insurance plan that best fits their individual, family, or small business needs.

Customer Resource Center – *Phone: 1-855-YHIdaho (1-855-944-3246) or Email: customerservice@yourhealthidaho.org*.

DEPARTMENT OF HEALTH & WELFARE PROGRAMS

CHILDREN & FAMILY SERVICES PROGRAM: Investigates matters of suspected child abuse and neglect. Other program responsibilities include adoptions and foster care licensing. Call the Idaho CareLine at 1-800-926-2588 or 211 to get connected to the office in your local area. **Child Abuse & Neglect Reporting Line: 1-855-552-KIDS (5437)** Statewide; available 24 hours/day.

CHILDREN’S SPECIAL HEALTH PROGRAM (CSHP): 1-877-887-3075 Access to healthcare for uninsured children up to age 18 with significant health problems or chronic illnesses/conditions requiring long-term medical treatment and rehabilitative services. Program covers 8 major diagnostic categories: cardiac, craniofacial, neurological, plastic/burn, PKU, cleft lip/palate, cystic fibrosis, orthopedic or any combination of these categories.

SELF-RELIANCE PROGRAM: Determines eligibility for a variety of programs including: Cash Assistance, Food Stamp, Child Care, and Medicaid. Information on premium payments for families with children.

Financial Assistance & Food Stamps 1-877-456-1233
Family Medical/Medicaid Services 1-866-326-2485
Long Term Care or Nursing Home Services 1-866-255-1190

CHILD SUPPORT SERVICES: 1-800-356-9868 Assistance in obtaining child support orders and collecting support.

REGIONAL CONTACT INFORMATION for the following departments can be found at www.healthandwelfare.idaho.gov (click on ‘Contact Us’)

REGIONAL MEDICAID SERVICES: Authorizes in-home Personal Care Services (PCS) for Medicaid eligible participants demonstrating a medical and/or developmental need for such care, and Nursing Home entitlement and review. Eligibility is determined through the Self-Reliance Program.

MENTAL HEALTH SERVICES: Services for adults who have severe and persistent mental illness. Treatment services are provided for adults who suffer from a severe mental illness to assist them in their recovery. Services for children with severe emotional disturbance and their families.

DEVELOPMENTAL DISABILITIES PROGRAM: A variety of services is available to children and adults who have developmental delays and disabilities, and to their families. These services include Developmental Disability Agencies, Residential Habilitation, Service Coordination, and the Katie Beckett program. The Infant/Toddler Program provides early intervention services for children from birth to age three with developmental delays or disabilities.

DHW Website: www.healthandwelfare.idaho.gov **Live Better Website:** www.livebetteridaho.org to find and access services online
DHW’S Blog <http://dhwblog.com> **Twitter** <https://twitter.com/IDHW> **Facebook** <https://www.facebook.com/IdahoHealthandWelfare>

(updated 2/6/17)