

# MEDICAID RESOURCE LIST

**HEALTHY CONNECTIONS (HC):** Statewide Cust Serv: 1-888-528-5861 Fax: 1-888-532-0014 Email: [hccr7@dhw.idaho.gov](mailto: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](http://www.healthyconnections.idaho.gov).

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

**DHW (Dept of Health & Welfare) WEBSITE** - [www.healthandwelfare.idaho.gov](http://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](http://www.idmedicaid.com) For information and access to provider accounts for claims and eligibility. Access to Medicare 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](http://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](http://EPSDT.dhw.idaho.gov).

**FRAUD UNIT** *Health Care Fraud* **1-208-334-5754**; email: [prvfraud@dhw.idaho.gov](mailto:prvfraud@dhw.idaho.gov) *Welfare Fraud* **1-866-635-7515**; email: [welfraud@dhw.idaho.gov](mailto:welfraud@dhw.idaho.gov). Info and Complaint forms available by clicking on Report Fraud link at [www.healthandwelfare.idaho.gov](http://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](http://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](http://www.idahohde.org). Email: [info@idahohde.org](mailto:info@idahohde.org).

**IDAHO SMILES – 1-800-936-0978.** Website is [www.dentaquestgov.com](http://www.dentaquestgov.com). Dental coverage for Idaho Medicaid participants.

**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](http://www.truebluesnp.com). DHW’s Dual Eligible programs website: [www.MedicaidLTCManagedCare.dhw.idaho.gov](http://www.MedicaidLTCManagedCare.dhw.idaho.gov)

**MEDICARE PART D PRESCRIPTION DRUG BENEFIT:** [www.medicare.gov](http://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: **1-855-202-0973**

For Providers: **1-855-202-0983**

Website : [www.optumidaho.com](http://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](http://www.medicaidpharmacy.idaho.gov).

**PHA - PREVENTIVE HEALTH ASSISTANCE – 1-877-364-1843 Email: [medicaidphaprogram@dhw.idaho.gov](mailto:medicaidphaprogram@dhw.idaho.gov)**

Website: [www.medicaid.idaho.gov](http://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](http://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](http://www.idmedicaid.telligen.com) Email: [IDMedicaidsupport@telligen.com](mailto: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](mailto:veyoidaho@veyo.com) Website: [www.IdahoTransport.com](http://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](http://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](mailto: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](http://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](http://www.healthandwelfare.idaho.gov) **Live Better Website:** [www.livebetteridaho.org](http://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>