

# 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 &amp; 4 – Boise</b>	208-642-7006 or 1-800-494-4133 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>Spanish line</b>	1-800-378-3385	<b>HC QI Specialists</b>	Regions 1 & 2 208-665-8846 Regions 3, 4 & 5 208-334-0842 Region 6 208-235-2927 Region 7 208-528-5786

**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.

## **DXC TECHNOLOGY (former 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 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 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** Fax: 1-208-375-1134 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): 1-208-803-0030** 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** – Dental coverage for Idaho Medicaid participants. Website is [www.mcnaid.net](http://www.mcnaid.net).

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

**IDAHO IMMUNIZATION PROGRAM (IIP) & VFC Program: 208-334-5931** Email: [IIP@dhw.idaho.gov](mailto:IIP@dhw.idaho.gov)

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

### **MMCP & IMP (MEDICARE MEDICAID COORDINATED PROGRAM) & (IDAHO MEDICAID PLUS):**

Blue Cross True Blue SNP: **1-888-495-2583** Blue Cross of Idaho website: [www.truebluesnp.com](http://www.truebluesnp.com).

Molina Medicare Options Plus (HMO SNP): **1-844-239-4913** Molina HealthCare of Idaho website: [www.Molinahealthcare.com](http://www.Molinahealthcare.com)

Department’s IMP & MMCP contact info: For Participants 1-833-814-8568

For Providers 208-287-1000

Website: [www.mmcp.dhw.idaho.gov](http://www.mmcp.dhw.idaho.gov) Email: [IdahoDuals@dhw.idaho.gov](mailto:IdahoDuals@dhw.idaho.gov)

**MEDICAID EXPANSION:** <https://medicaidexpansion.idaho.gov/> Info about Medicaid Expansion in Idaho projected to start 1-1-20

**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 Participantsto call: 1-855-202-0973 For Providers to call: 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

**TELLIGEN:** – 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) Fax: 1-866-539-0365

**TRANSPORTATION – MTM (starting 3/6/18 – previously was VEYO):** Non-emergency Medicaid transportation authorizations  
To schedule ride: 1-877-503-1261 To file complaint: 1-866-436-0457 Website: [www.mtm-inc.net/idaho](http://www.mtm-inc.net/idaho)  
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

**VISION – NVA (National Vision Administrators):** 1-800-672-7723 Email: [service@e-nva.com](mailto:service@e-nva.com) Website: [www.e-nva.com](http://www.e-nva.com)  
DHW's Medical Care Unit contact info for vision: 1-866-205-7403 Email: [medicalcareunit@dhw.idaho.gov](mailto:medicalcareunit@dhw.idaho.gov)

**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 (DHW) 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 programs including: Cash Assistance, Food Stamp, Child Care, and Medicaid. Information on premium payments for families with children.

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

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

**REGIONAL CONTACT INFO** for the following departments found at [www.healthandwelfare.idaho.gov](http://www.healthandwelfare.idaho.gov) (click on 'Contact Us')

**BUREAU OF LONG TERM CARE:** Authorizes in-home Personal Care Services (PCS) for Medicaid participants demonstrating a medical and/or developmental need for such care, and Nursing Home entitlement and review. Eligibility is determined by the Self-Reliance Program. [www.healthandwelfare.idaho.gov/Medical/Medicaid/longtermcare.aspx](http://www.healthandwelfare.idaho.gov/Medical/Medicaid/longtermcare.aspx)

**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. [www.mentalhealth.idaho.gov](http://www.mentalhealth.idaho.gov)

**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 ages 0-3. [www.healthandwelfare.idaho.gov/Medical/DevelopmentalDisabilities.aspx](http://www.healthandwelfare.idaho.gov/Medical/DevelopmentalDisabilities.aspx)

**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>

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