**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.

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

**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.

**DXC TECHNOLOGY (former 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 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  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

**IHIDE (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. Email: info@idahohde.org.

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


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

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

**MMCP & IMP (MEDICARE MEDICAID COORDINATED PROGRAM) & (IDAHO MEDICAID PLUS):**
Department’s IMP & MMCP contact info:  For Participants 1-833-814-8568  For Providers 208-827-1000
Website: www.mmcp.dhw.idaho.gov  Email: IdahoDuals@dhw.idaho.gov

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

(Updated 6/6/19)
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: 1-888-773-9466

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.hlsc.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

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
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: 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  Website: www.e-nva.com
DHW’s Medical Care Unit contact info for vision: 1-866-205-7403  Email: medicalcareunit@dhw.idaho.gov

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 (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 (CSP): 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.

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 (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

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

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

DHW Website: www.healthandwelfare.idaho.gov  Live Better Website: www.livebetteridaho.org to find and access services online

(updated 6/6/19)