

**NEW YORK STATE  
MEDICAID PROGRAM**

**INFORMATION FOR ALL PROVIDERS**

**INQUIRY**

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## Computer Sciences Corporation Contacts

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

<b>For Questions Concerning:</b>	<b>Contact:</b>
<b>ePACES (claims)</b>  <b>Obtaining Claim Forms</b>  <b>Ordering Provider Manuals and Updates</b>  <b>Preparing/Completing Claim Forms</b>  <b>Provider Relations Issues</b>  <b>Remittance Statements/Billing Concerns</b>  <b>Tape/Diskette Submissions</b>  <b>Training/Billing Seminars</b>	Computer Sciences Corporation  (518) 447-9860 (800) 522-5518  Select appropriate unit from the Menu: *Institutional Services: # 1 *Practitioner Services: # 2 *Professional Services: # 3 ePACES Services: # 4  *For List of Provider Types associated with this unit, see next page
<b>The Medicaid Eligibility Verification System (MEVS)</b> For assistance with the recipient eligibility verification procedures, VeriFone terminal equipment, Pharmacy DUR/CCA, ePACES (eligibility), or any other MEVS transaction.  To access the MEVS, the provider will need to follow the instructions in the MEVS Manual.	Computer Sciences Corporation (800) 343-9000 This number is for providers only.  The MEVS Manual can be accessed/downloaded at: <a href="http://emedny.org">emedny.org</a> (click on Manuals)
<b>To Request Prior Approval Forms</b>	Computer Sciences Corporation P.O. Box 4401 Albany, New York 12204-0401
<b>To Request Utilization Threshold Override</b> Applications and for Questions Regarding Completion and Status of UT Override Applications	Computer Sciences Corporation MOAS P.O. Box 4420 Albany, New York 12204-0420  (518) 426-5843 (800) 421-3893
<b>To Submit Paper Claims</b>	Computer Sciences Corporation P.O. Box 4444 Albany, New York 12204-0444
<b>To Submit Tape/Diskette Claims</b>	Computer Sciences Corporation 800 North Pearl Street, 1 <sup>st</sup> Floor Albany, New York 12204 Attention: Input Control

## Provider Types

### Institutional Services:

- Assisted Living Program
- Child Care
- Clinic
- Comprehensive Medicaid Case Management
- Day Treatment
- Dental Clinic
- Health Maintenance Organization
- Home and Community Based Services
- Waivers
  - ▶ 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

### Practitioner Services:

- Chiropractor (QMB Services)
- Clinical Psychologist
- Clinical Social Worker (QMB Services)
- Dental
- Midwife
- Nurse Practitioner
- Nursing Services
- Ophthalmic
- Physician
- Podiatry
- Portable X-ray Supplier (QMB Services)
- Rehabilitation Services

### Professional Services: (Businesses)

- DME
- Hearing Aid
- Laboratory
- Transportation

## Medicaid Contacts

<b>For Questions Concerning:</b>	<b>Contact:</b>
<p><b>Check Amounts</b>                      (To obtain check amounts prior to the release of the check, select Check Call option from the menu of services offered. There is a charge of \$.85 per minute for this optional service. Only the current week's check amount will be reported. This information will be available after 12:00 p.m. of the first business day of the week and will remain available all day.)</p>	<p>NYS Department of Health                      (518) 472-1550</p>
<p><b>Medicaid Policy</b></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 <b>Information For All Providers, General Billing</b>)</p>	<p>NYS Department of Health, Office of Medicaid Management                      (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><b>Obtaining Transportation Prior Approval</b></p> <p>NYC                      Upstate</p>	<p>(800) 243-7842                      Local Department of Social Services</p>
<p><b>Obtaining Personal Care Services</b>                      Prior Approval</p>	<p>Local Department of Social Services</p>
<p><b>Obtaining Diagnosis Codes</b>                      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><b>Forms</b></p> <p>DSS-3113 - Hysterectomy Receipt of Information                      DSS-3134 - Sterilization Consent                      DSS-3559 - Long Term Care Facility Report of Medicaid Recipient Admission/Readmission or Discharge/Transfer Form</p>	<p>New York State Department of Health                      Corning Tower, Room 2029                      Empire State Plaza                      Albany, NY 12237</p>

## Recipient Eligibility Verification

**For Questions Concerning:**

**Contact:**

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**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

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## Provider Enrollment Contacts

For Questions Concerning:	Contact:																												
<p>Provider Enrollment, Change of Information, Ownership Change, Add or Change Locator Codes:</p>																													
<p><b>If you are:</b></p> <table border="0"> <tr> <td>Audiologist</td> <td>Optician</td> </tr> <tr> <td>Chiropractor</td> <td>Optometrist</td> </tr> <tr> <td>Dental Group</td> <td>Pharmacy</td> </tr> <tr> <td>Dental School</td> <td>Physician</td> </tr> <tr> <td>Dentist</td> <td>Physician Assistant</td> </tr> <tr> <td>DME Supplier</td> <td>Podiatrist/Group</td> </tr> <tr> <td>Hearing Aid Dispenser</td> <td>Portable X-ray Supplier</td> </tr> <tr> <td>Laboratory</td> <td>Psychologist/Group</td> </tr> <tr> <td>Laboratory Director</td> <td>Service Bureau</td> </tr> <tr> <td>Multi Service Group</td> <td>Shared Health Facility</td> </tr> <tr> <td>Midwife</td> <td>Social Worker/Group</td> </tr> <tr> <td>Nurse</td> <td>Therapist/Group</td> </tr> <tr> <td>Nurse Practitioner</td> <td>Transportation Provider</td> </tr> <tr> <td>Nurse Registry</td> <td></td> </tr> </table>	Audiologist	Optician	Chiropractor	Optometrist	Dental Group	Pharmacy	Dental School	Physician	Dentist	Physician Assistant	DME Supplier	Podiatrist/Group	Hearing Aid Dispenser	Portable X-ray Supplier	Laboratory	Psychologist/Group	Laboratory Director	Service Bureau	Multi Service Group	Shared Health Facility	Midwife	Social Worker/Group	Nurse	Therapist/Group	Nurse Practitioner	Transportation Provider	Nurse Registry		<p>Fee for Service Provider Enrollment                      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) 486-9440                      (518) 473-7251 (Fax)</p>
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<p><b>If you are:</b></p> <p>Assisted Living Program                      Case Management Adult Day Care Program                      Child Care Agency                      Clinic                      Community Residence                      Diagnostic and Treatment Center                      Emergency Room                      HCBS/TBI Waiver Provider                      Home Health Agency                      Hospice                      HMO                      Hospital                      Intermediate Care Facility for Mentally Retarded                      Long Term Home Health Care Program                      Nursing Facility                      Personal Care Provider                      Personal Emergency Response System Provider                      Prepaid Capitation Group                      School Supportive Health Service</p>	<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>																												

## DOH Directory

<p><b>Department of Health</b> (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><a href="http://www.health.state.ny.us">www.health.state.ny.us</a></p> <p><a href="http://www.health.state.ny.us/nysdoh/medicaid/medicaid.htm">www.health.state.ny.us/nysdoh/medicaid/medicaid.htm</a></p> <p><a href="http://www.health.state.ny.us/nysdoh/manicare/omm/main.htm">www.health.state.ny.us/nysdoh/manicare/omm/main.htm</a></p> <p>Title 10 – NYCRR <a href="http://www.health.state.ny.us/nysdoh/phforum/nycrr10.htm">www.health.state.ny.us/nysdoh/phforum/nycrr10.htm</a></p> <p>Title 18- NYCRR <a href="http://www.health.state.ny.us/nysdoh/phforum/nycrr18.htm">www.health.state.ny.us/nysdoh/phforum/nycrr18.htm</a></p>
<p><b>DOH Directory Services</b></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><b>NDC or Legend Drug Questions</b></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 606 Albany, New York 12210-2806 Attention: Mark Richard-Butt Director of 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.

<b>Area Office</b>	<b>Recipient's County of Fiscal Responsibility</b>
<p>New York City Department of Health  <b>Bureau of Health Insurance Services</b>                      161 William Street, 6<sup>th</sup> FLR, Box 34                      New York, NY 10038                      (212) 676-2950</p> <p><b>Transportation (CSC) (800) 243-7842</b></p>	<p>Bronx                      Kings (Brooklyn)                      New York (Manhattan)                      Queens                      Richmond (Staten Island)</p>
<p>New York State Department of Health  <b>Metropolitan Regional Office</b>                      Medical Prior Approval Unit                      5 Penn Plaza                      New York, NY 10001                      (212) 268-6645 for:</p> <p><b>Durable Medical Equipment</b></p>	<p>Bronx                      Dutchess                      Kings (Brooklyn)                      Nassau                      New York (Manhattan)                      Orange                      Putnam                      Queens                      Richmond (Staten Island)                      Rockland                      Suffolk                      Sullivan                      Ulster                      Westchester</p>
<p>New York State Department of Health  <b>Buffalo Area Office</b>                      584 Delaware Avenue                      Buffalo, New York 14202                      (800) 462-8407 for:</p> <p><b>Durable Medical Equipment</b></p> <p><b>Out-of-State Services</b></p> <p><b>Pharmacy</b> (800) 462-7552, (716) 847-4650                      (except Enteral products listed under code B9998)                      Private Duty Nursing (except Erie County)</p>	<p>Allegany                      Cattaraugus                      Chautauqua                      Erie                      Genesee                      Niagara                      Orleans                      Wyoming</p>

**Information For All Providers, Inquiry**

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<b>Area Office</b>	<b>Recipient's County of Fiscal Responsibility</b>
<p>Prior Approval  <b>Bureau of Medical Review &amp; Payment</b>                      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><b>Dental</b> (including Medicaid orthodontic prior approval for Westchester County recipients only)</p> <p><b>Dispensing Validation System (DVS) and Voice Interactive Telephone Prior Authorization System for non-drug items.</b> (Requests for override of frequency/quantity limits for medical reasons only)</p> <p><b>Eye Services</b>  <b>Hearing Aids</b>  <b>Physician</b></p>	<p align="center"><b>STATEWIDE</b></p>
<p><b>Durable Medical Equipment</b></p>	<p><b>STATEWIDE</b> – Except for Buffalo &amp; Metropolitan Regional Areas</p>
<p><b>Out-of-State Services</b>  <b>Pharmacy</b> (including Enteral products listed under code B9998 for Buffalo Area)</p>	<p><b>STATEWIDE</b> – Except for Buffalo Area</p>
<p><b>Private Duty Nursing Services</b></p> <p><b>Broome County</b>                      Broome County Department of Social Services                      Medical Services Unit                      36-42 Main Street                      Binghamton, New York 13905                      (607) 778-2707</p> <p><b>Chemung County</b>                      Chemung County Human Resources Center                      425-447 Pennsylvania Avenue                      Elmira, New York 14904                      (607) 737-5487</p> <p><b>Erie County</b>                      Erie County Department of Social Services                      Erie County C.A.S.A.                      95 Franklin Street                      Buffalo, New York 14202                      (716) 858-2375</p>	<p><b>STATEWIDE</b> – Except for the seven counties listed, and those in the Buffalo Area.</p>

**Information For All Providers, Inquiry**

<b>Area Office</b>	<b>Recipient's County of Fiscal Responsibility</b>
<p><b>Oneida County</b>            Oneida County Department of Social Services            Oneida County Office of Continuing Care            520 Seneca Street, 2<sup>nd</sup> Floor            Utica, New York 13502</p> <p><b>Schenectady County</b>            Schenectady County Department of Social Services            107 Nott Terrace, 3<sup>rd</sup> Floor            Schenectady, New York 12308            (518) 386-2253</p> <p><b>Tompkins County</b>            Tompkins County Department of Social Services            Tompkins County Long Term Care            320 West State Street            Ithaca, New York 14850            (607) 274-5278</p> <p><b>Westchester County</b>            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  
1701 Lincoln Avenue, Suite 4010  
Olean, New York 14760-1158  
(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  
425-447 Pennsylvania Avenue  
Elmira, New York 14904-1795  
(607) 737-5309

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

Cortland County Department of Social Services  
County Office Building  
P.O. Box 5590  
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, Room 828  
Buffalo, New York 14202-3959  
(716) 858-8000

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

Franklin County Department of Social Services  
Court House  
Malone, New York 12953  
(518) 483-6770

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

Genesee County Department of Social Services  
County Office Building #2  
3837 West Main Street  
Batavia, New York 14020-9407  
(585) 344-2580

## Information For All Providers, Inquiry

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

Hamilton County Department of Social Services  
Court House  
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  
Outer Stowe Street  
P.O. Box 193  
Lowville, New York 13367  
(315) 376-5400

Livingston County Department of Social Services  
Livingston County Campus, Building 3  
Mount Morris, New York 14510  
(585) 243-7300

Madison County Department of Social Services  
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 14692-4686  
(585) 274-6000

Montgomery County Department of Social Services  
County Office Building  
Fonda, New York 12068  
(518) 853-4646

Nassau County Department of Social Services  
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  
100 Davidson Road, P.O. Box 506  
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  
County Office Building, Spring Street  
Mexico, New York 13114  
(315) 963-5000

## Information For All Providers, Inquiry

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Otsego County Department of Social Services  
County Office Building  
197 Main Street  
Cooperstown, New York 13326-1196  
(607) 547-4355

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

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

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

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

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

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

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

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

Tioga County Department of Social Services  
Box 240 Route 38  
Owego, New York 13827  
(607) 687-8300

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

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

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

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

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

Warren County Department of Social Services  
Warren County Municipal Center  
Lake George, New York 12845  
(518) 761-6300

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

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

## Information For All Providers, Inquiry

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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