

## SECTION 5

### ADMINISTRATIVE SERVICES

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## SECTION 5 ADMINISTRATIVE SERVICES

### GENERAL INFORMATION

#### ADMINISTRATION

The Department of Health and Human Services (SCDHHS) administers the South Carolina Medicaid Program. This section outlines the available resources for Medicaid providers, with telephone numbers and addresses for county SCDHHS offices.

#### CORRESPONDENCE AND INQUIRIES

All correspondence to the Medicaid administrative staff should be directed to:

Department of Health and Human Services  
Attn: Ambulance Transportation Program  
Post Office Box 8206  
Columbia, SC 29202-8206  
(803) 898-4610

Correspondence concerning specific policy and procedural problems must be directed to a SCDHHS program representative. Inquiries concerning specific claims should also be directed to a program representative, but only after corrections have been made on rejected claims and all claims filing requirements have been met. Medicaid Provider Inquiry (DHHS Form 140) may be used to check the status on outstanding claims. (See the blank form in this section.) Always include the provider's Medicaid number, the recipient's Medicaid number, and the date of service when requesting the status of outstanding claims. **Allow 45 days from the submission date before requesting the status of the claim.**

Questions concerning beneficiary eligibility or identification numbers should be directed to the SCDHHS county office in the beneficiary's county of residence. Beneficiaries who have questions regarding specific coverage issues should be referred to the appropriate staff of their county SCDHHS office for assistance. To verify eligibility status, please call the Medicaid Interactive Voice Response System (IVRS) at (888) 809-3040 or use the South Carolina Medicaid Web-based Claims Submission Tool.

## **SECTION 5 ADMINISTRATIVE SERVICES**

### **PROCUREMENT OF FORMS**

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## SECTION 5 ADMINISTRATIVE SERVICES

### PROCUREMENT OF FORMS

The Department of Health and Human Services will not supply the CMS-1500 claim form (08/05 version) to providers. Providers should purchase the form in its approved format from the private vendor of their choice. Examples of vendors who supply the form are listed below. This list should not be viewed as an endorsement of these vendors by SCDHHS.

#### REPRODUCIBLE NEGATIVES

Government Printing Office  
Room C-836  
Building Three  
Washington, DC 20401  
(202) 275-1189

#### SOFTWARE

Attn: Orders Department  
American Medical Association  
Post Office Box 10946  
Chicago, IL 60610

#### HARD COPY CLAIM FORMS

Government Printing Office  
Superintendent of Documents  
Post Office Box 371954  
Pittsburgh, PA 15250-7954  
(202) 512-1800  
Fax: (202) 512-2250  
Web site orders: <http://bookstore.gpo.gov>

#### PRIVATE VENDORS

Moore Wallace  
1210 Key Road  
Columbia, SC 29201  
(803) 576-1302  
  
Physicians' Record Company  
3000 S. Ridgeland Ave.  
Berwyn, IL 60402-0724  
(800) 323-9268 (toll free)  
Fax: (708) 749-0171

**SECTION 5 ADMINISTRATIVE SERVICES****PROCUREMENT OF FORMS****PRIVATE VENDORS  
(CONT'D.)**

Standard Register Company  
140 Stoneridge Drive, Suite 380  
Columbia, SC 29210  
(803) 256-0004  
Fax: (803) 256-1602

**FAX REQUESTS**

A provider may request the following forms via fax number (803) 898-4528:

1. Confidential Medicaid Complaint (Form 126)
2. Medicaid Provider Inquiry (Form 140)
3. Request for Medicaid Forms (Form 142)
4. Medicaid Refund Check Remittance (Form 205)

Copies of these and other forms are also available in the Forms section of this manual.

**WEB ADDRESS**

The most current version of this manual is available on the SCDHHS Web site at [www.scdhhs.gov](http://www.scdhhs.gov).

To order a paper or CD version of this manual, please contact South Carolina Medicaid Provider Outreach at (803) 264-9609. Charges for printed manuals are based on actual costs of printing and mailing.

**SECTION 5 ADMINISTRATIVE SERVICES****NON-AMBULANCE  
MEDICAL  
TRANSPORTATION  
BROKERS**

	<b>County</b>	<b>Telephone</b>
<b>Regions 1 &amp; 2</b>	Abbeville Anderson Cherokee Chester Greenville Greenwood Lancaster Laurens Oconee Pickens Spartanburg Union York	(866) 831-4130
<b>Region 3</b>	Edgefield Fairfield Lexington McCormick Newberry Richland Saluda	(866) 445-9961
<b>Region 4</b>	Aiken Allendale Barnwell Bamberg Calhoun Clarendon Kershaw Lee Orangeburg Sumter	(866) 445-9962
<b>Region 5</b>	Chesterfield Darlington Dillon	(866) 445-9963

**SECTION 5 ADMINISTRATIVE SERVICES****NON-AMBULANCE MEDICAL TRANSPORTATION BROKERS**

	<b>County</b>	<b>Telephone</b>
	Florence	
	Georgetown	
	Horry	
	Marion	
	Marlboro	
	Williamsburg	
<b>Region 6</b>	Beaufort	(866) 445-9964
	Berkeley	
	Charleston	
	Colleton	
	Dorchester	
	Hampton	
	Jasper	



**SECTION 5 ADMINISTRATIVE SERVICES****DEPARTMENT OF  
HEALTH AND  
HUMAN SERVICES  
COUNTY OFFICES**

<b>County</b>	<b>Telephone No.</b>	<b>Address</b>
Abbeville County	(864) 366-5638	Medicaid Eligibility Abbeville County DSS Human Services Building 903 W. Greenwood St. Abbeville, SC 29620  Post Office Box 130 Abbeville, SC 29620
Aiken County	(803) 643-1938	Medicaid Eligibility Aiken County DHHS County Commissioner's Building 1410 Park Ave. S.E. Aiken, SC 29801  Post Office Box 2748 Aiken, SC 29802
Allendale County	(803) 584-8137	Medicaid Eligibility Allendale County DHHS 611 Mulberry St. Allendale, SC 29810  Post Office Box 326 Allendale, SC 29224-0326
Anderson County	(864) 260-4541	Medicaid Eligibility Anderson County DHHS 224 McGee Rd. Anderson, SC 29625  Post Office Box 160 Anderson, SC 29622-0160

## SECTION 5 ADMINISTRATIVE SERVICES

### DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

County	Telephone No.	Address
Bamberg County	(803) 245-4361	Medicaid Eligibility Bamberg County DHHS 374 Log Branch Rd. Bamberg, SC 29003  Post Office Box 544 Bamberg, SC 29003
Barnwell County	(803) 541-3825	Medicaid Eligibility Barnwell County DHHS 29 Allen St. Barnwell, SC 29812  Post Office Box 648 Barnwell, SC 29812
Beaufort County	(843) 470-4625	Medicaid Eligibility Beaufort County DHHS 1905 Duke St. Beaufort, SC 29902-4403  Post Office Box 1255 Beaufort, SC 29901-1255
Berkeley County	(843) 719-1131	Medicaid Eligibility Berkeley County DSS 2 Belt Dr. Moncks Corner, SC 29461  Toll Free: 1-800-249-8751
Calhoun County	(803) 874-3384	Post Office Box 13748 Charleston, SC 29422-3748  Medicaid Eligibility Calhoun County DHHS 2831 Old Belleville Rd. St. Matthews, SC 29135  Post Office Box 378 St. Matthews, SC 29135

## SECTION 5 ADMINISTRATIVE SERVICES

### DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

County	Telephone No.	Address
Charleston County	(843) 740-5900	Medicaid Eligibility Charleston County DHHS 326 Calhoun St. Charleston, SC 29401-1124
	Toll Free: 1-800-249-8751	Post Office Box 13748 Charleston, SC 29422-3748
Cherokee County	(864) 487-2521	Medicaid Eligibility Cherokee County DHHS 1434 N. Limestone St. Gaffney, SC 29340-4734
		Post Office Box 89 Gaffney, SC 29342
Chester County	(803) 377-8135	Medicaid Eligibility Chester County DHHS 115 Reedy St. Chester, SC 29706
Chesterfield County	(843) 623-5226	Medicaid Eligibility Chesterfield County DHHS 201 N. Page St. Chesterfield, SC 29709
		Post Office Box 855 Chesterfield, SC 29709
Clarendon County	(803) 435-4305	Medicaid Eligibility Clarendon County DSS 3 S. Church St. Manning, SC 29102
		Post Office Box 788 Manning, SC 29102

## SECTION 5 ADMINISTRATIVE SERVICES

### DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

County	Telephone No.	Address
Colleton County	(843) 549-1894	Medicaid Eligibility Colleton County DHHS Bernard Warshaw Building 215 S. Lemacks St. Walterboro, SC 29488
		Post Office Box 110 Walterboro, SC 29488
Darlington County	(843) 398-4427	Medicaid Eligibility Darlington County DHHS 300 Russell St., Room 145 Darlington, SC 29532
		Post Office Box 2077 Darlington, SC 29532
Dillon County	(843) 332-2289	404 S. Fourth St., Suite 300 Hartsville, SC 29550
		(843) 774-2713 Medicaid Eligibility Dillon County DHHS 1213 Highway 34 W. Dillon, SC 29536
Dorchester County	(843) 563-9524 Toll Free: 1-800-249-8751	Post Office Box 351 Dillon, SC 29536
		Medicaid Eligibility Dorchester County DSS 201 Johnson St., Bldg. 17 St. George, SC 29477
	(843) 881-0444 Toll Free: 1-800-249-8751	216 Orangeburg Rd Summerville, SC 29483
		Post Office Box 13748 Charleston, SC 29422-3748

**SECTION 5 ADMINISTRATIVE SERVICES****DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES**

<b>County</b>	<b>Telephone No.</b>	<b>Address</b>
Edgefield County	(803) 637-4040	Medicaid Eligibility Edgefield County DHHS 120 W. A. Reel Dr. Edgefield, SC 29824  Post Office Box 386 Edgefield, SC 29824
Fairfield County	(803) 635-5502 Ext. 425	Medicaid Eligibility Fairfield County DHHS 1136 Kincaid Bridge Rd. Winnsboro, SC 29180-7116  Post Office Box 1139 Winnsboro, SC 29180-5139
Florence County	(843) 673-1761	Medicaid Eligibility Florence County DHHS 2685 S. Irby St., Box I Florence, SC 29505
	(843) 394-8575	245 S. Ron McNair Blvd Lake City, SC 29560
Georgetown County	(843) 546-5134	Medicaid Eligibility Georgetown County DSS 330 Dozier St. Georgetown, SC 29440-3219  Post Office Box 371 Georgetown, SC 29442
Greenville County	(864) 467-7926	Medicaid Eligibility Greenville County DSS 301 University Ridge, Suite 6700 Greenville, SC 29601  Post Office Box 9399 Greenville, SC 29604-9399

## SECTION 5 ADMINISTRATIVE SERVICES

### DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

County	Telephone No.	Address
Greenwood County	(864) 229-5258	Medicaid Eligibility Greenwood County DHHS 1118 Phoenix St. Greenwood, SC 29646-3918  Post Office Box 1016 Greenwood, SC 29648
Hampton County	(803) 914-0053	Medicaid Eligibility Hampton County DHHS 102 Ginn Altman Ave., Suite B Hampton, SC 29924  Post Office Box 693 Hampton, SC 29924
Horry County	(843) 381-8260	Medicaid Eligibility Horry County DHHS 1601 11 <sup>th</sup> Ave., 1 <sup>st</sup> Floor Conway, SC 29526  Post Office Box 290 Conway, SC 29528
Jasper County	(843) 726-7747	Medicaid Eligibility Jasper County DSS 204 N. Jacob Smart Blvd. Ridgeland, SC 29936  Post Office Box 1150 Ridgeland, SC 29936
Kershaw County	(803) 432-3164 Ext. 106	Medicaid Eligibility Kershaw County DHHS 110 E. DeKalb St. Camden, SC 29020-4432  Post Office Box 220 Camden, SC 29021-0220

**SECTION 5 ADMINISTRATIVE SERVICES****DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES**

<b>County</b>	<b>Telephone No.</b>	<b>Address</b>
Lancaster County	(803) 286-8208	Medicaid Eligibility Lancaster County DHHS 1599 Pageland Highway Lancaster, SC 29720-2409
Laurens County	(864) 833-6109	Medicaid Eligibility Laurens County DHHS 93 Human Services Rd. Clinton, SC 29325-7546  Post Office Box 388 Laurens, SC 29360-0388
Lee County	(803) 484-5376	Medicaid Eligibility Lee County DHHS County Welfare Building 820 Brown St. Bishopville, SC 29010  Post Office Box 406 Bishopville, SC 29010
Lexington County	(803) 785-2991 (803) 785-2975	Medicaid Eligibility Lexington County DHHS 605 West Main St. Lexington, SC 29072-2550
McCormick County	(864) 465-2627	Medicaid Eligibility McCormick County DSS 215 N. Mine St. Highway 28 N. McCormick, SC 29835
Marion County	(843) 423-5417	Medicaid Eligibility Marion County DHHS 1311 N. Main St. Marion, SC 29571-6012  Post Office Box 1837 Marion, SC 29571

## SECTION 5 ADMINISTRATIVE SERVICES

### DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES

County	Telephone No.	Address
Marlboro County	(843) 479-4389	Medicaid Eligibility Marlboro County DHHS County Complex 1 Ag St. Bennettsville, SC 29512  Post Office Box 1074 Bennettsville, SC 29512-1074
Newberry County	(803) 321-2155	Medicaid Eligibility Newberry County DSS County Human Services Center 2107 Wilson Rd. Newberry, SC 29108  PO Box 1225 Newberry, SC 29108
Oconee County	(864) 638-4420	Medicaid Eligibility Oconee DHHS 223 B Kenneth St. Walhalla, SC 29691
Orangeburg County	(803) 515-1793	Medicaid Eligibility Orangeburg County DSS 2570 Old St. Matthews Rd., N.E. Orangeburg, SC 29115  Post Office Box 1407 Orangeburg, SC 29116
Pickens County	(864) 898-5815	Medicaid Eligibility Pickens County DHHS 212 McDaniel Ave. Pickens, SC 29671  Post Office Box 160 Pickens, SC 29671-0160
Richland County	(803) 714-7562 (803) 714-7549	Medicaid Eligibility Richland County DHHS 3220 Two Notch Rd. Columbia, SC 29204-2826



**SECTION 5 ADMINISTRATIVE SERVICES****DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES**

<b>County</b>	<b>Telephone No.</b>	<b>Address</b>
Saluda County	(864) 445-2139	Medicaid Eligibility Saluda County DSS 613 Newberry Highway Saluda, SC 29138  Post Office Box 245 Saluda, SC 29138
Spartanburg County	(864) 596-2714	Medicaid Eligibility Spartanburg County DHHS Pinewood Shopping Center 1000 N. Pine St., Suite 23 Spartanburg, SC 29305  Post Office Box 4847 Spartanburg, SC 29305
Sumter County	(803) 773-5531	Medicaid Eligibility Sumter County DHHS 105 N. Magnolia St., 3rd Floor Sumter, SC 29150-4941  Post Office Box 2547 Sumter, SC 29151
Union County	(864) 429-1660	Medicaid Eligibility Union County DHHS 200 S. Mountain St. Union, SC 29379  Post Office Box 1068 Union, SC 29379
Williamsburg County	(843) 355-5411	Medicaid Eligibility Williamsburg County DSS 831 Eastland Ave. Kingstree, SC 29556  Post Office Box 767 Kingstree, SC 29556

**SECTION 5 ADMINISTRATIVE SERVICES****DEPARTMENT OF HEALTH AND HUMAN SERVICES COUNTY OFFICES**

<b>County</b>	<b>Telephone No.</b>	<b>Address</b>
York County	(803) 327-9061	Medicaid Eligibility York County DHHS 1890 Neelys Creek Road Rock Hill, SC 29730  Post Office Box 710 Rock Hill, SC 29731-6710