



California
Department of
Health Services

SANDRA SHEWRY
Director

State of California—Health and Human Services Agency
Department of Health Services



ARNOLD SCHWARZENEGGER
Governor

May 19, 2004

TO: ALL COUNTY WELFARE DIRECTORS Letter No.04-18
ALL COUNTY ADMINISTRATIVE OFFICERS
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS
ALL COUNTY PUBLIC HEALTH DIRECTORS
ALL COUNTY MENTAL HEALTH DIRECTORS

SUBJECT: MEDI-CAL PROGRAM REFERRAL TELEPHONE NUMBER AND ADDRESS INFORMATION UPDATE

The purpose of this letter is to provide counties with updated referral telephone numbers and addresses for dissemination to Medi-Cal beneficiaries and providers. This information replaces the telephone list issued in the All County Welfare Directors Letter No. 00-49, dated September 22, 2000.

County staff must use discretion when providing telephone numbers and address information to beneficiaries. Beneficiaries must be provided with only telephone numbers and address information from the enclosed Beneficiaries Referral List to prevent frustration and unnecessary costs if they are misdirected to non-toll-free numbers.

Please note the following updates to the lists:

Due to the Department of Health Services (DHS) relocation in 2003 new contact telephone numbers and mailing addresses are provided for many DHS programs. When appropriate, program addresses have been included for beneficiaries' and providers' use.

New beneficiary referral information is provided for the DHS Breast and Cervical Cancer Treatment Program, and the Medical Board of California Central Complaint Unit. Direct toll-free telephone numbers and address information to DHS Third Party Liability Branch, Recovery Section, and Other Health Coverage is included for its programs: Consolidated Omnibus Budget Reconciliation Act Terminations, Health Insurance Premium Payment Program, and Medicare Part A and B Buy-in. Other changes include the consolidation of the Northern and Southern California telephone numbers for the Acquired Immune Deficiency Syndrome (AIDS) Program.

AIDS program information may be accessed by calling the California AIDS Hotline. New provider referral information is provided for the DHS County Medical Services Program. Telephone number updates are provided for Electronic Data Systems (EDS). EDS has consolidated accessing program information through the EDS general information toll-free line, and EDS now answers both In-State provider billing calls in addition to Out-of-State provider billing calls.

If you have any questions regarding the enclosed lists, please contact Ms. Angelica Perez at (916) 552-9511.

Original signed by

Beth Fife, Chief
Medi-Cal Eligibility Branch

Attachment

BENEFICIARIES REFERRAL TELEPHONE NUMBERS AND ADDRESS INFORMATION

California Department of Health Services
 Medi-Cal Eligibility Branch
 1501 Capitol Avenue, Suite 4063, MS 4607
 P.O. Box 997413
 Sacramento, CA 95899-7413
 916-552-9200

Program	Address	Telephone Number
AIDS	California AIDS Hotline P.O. Box 426182 San Francisco, CA 94142-6182	1-800-367-2437 (Hotline) 1-888-225-2437 (TDD) 415-863-2437 (Main line)
	Office of Aids California Department of Health Services 1616 Capitol Avenue, Suite 616 MS-7700 P.O. Box 997426 Sacramento, CA 95899-7426	916-449-5900 (Non-Medi-Cal services for persons with AIDS)
BabyCal		1-800-222-9999 (Prenatal care information)
Denti-Cal	Beneficiaries Services Group P.O. Box 15539 Sacramento, CA 95852-1539	1-800-322-6384 (Billing inquiries)
Electronic Data Systems (EDS)		916-636-1980 (Medi-Cal bills)
Healthy Families		1-800-880-5305 (Application information)
Medi-Cal Fraud		1-800-822-6222 (Statewide hotline) (To report beneficiary and provider fraud and patient abuse)
Medi-Cal General Information	For information on Medi-Cal benefits, programs, the application process, and questions regarding county of residence refer beneficiaries to their local County Social Services Office listed in the white government pages of the telephone directory. For information regarding services provided under the Medi-Cal program, refer beneficiaries to the rendering provider	
	California Department of Social Services (DSS) Public Inquiry and Response (PIAR) 744 P Street, MS 2023 P. O. Box 944243 Sacramento, CA 94244-2430	1-800-952-5253 (To request a fair hearing)
	Los Angeles County-Case Complaint, Inquiry and Referral 12820 Cross Roads Parkway South Industry, CA 91746-3411	1-877-481-1044 562-908-6603
	San Diego County Public Assistance Information	1-858-514-6885

BENEFICIARIES REFERRAL TELEPHONE NUMBERS AND ADDRESS INFORMATION

Program	Address	Telephone Number
Medi-Cal Managed Care/Prepaid Health Plans	California Department of Health Services Health Care Options P.O. Box 989009 West Sacramento, CA 95798	1-800-430-4263 (To enroll or disenroll)
	To file a "plan specific" complaint, refer beneficiaries to their specific health plan. If beneficiaries are not satisfied, and cannot resolve their complaint, refer them to the State Office of the Ombudsman. California Department of Health Services State Office of the Ombudsman MS 4412 P.O. Box 997413 Sacramento, CA 95899-7413	1-888-452-8609
Medical Board Central Complaint Unit	Medical Board of California Central Complaint Unit 1426 Howe Avenue, Suite. 54 Sacramento, CA 95825-3236	1-800-633-2322 916-263-2424
MEDICARE		1-800-MEDICARE (1-800-633-4227) (Medigap & Medicare supplement information & general Medicare information)
Breast & Cervical Cancer Treatment Program (BCCTP)	California Department of Health Services BCCTP MS 4611 P.O. Box 997413 Sacramento, CA 95899-7413	1-800-824-0088
State Hearing & PIAR	California Department of Social Services 744 P Street, MS 2023 Sacramento, CA 95814	1-800-925-5253
Supplemental Security Income (SSI), Social Security Administration (SSA)		1-800-MEDICARE (1-800-633-4227) (General information)

BENEFICIARIES REFERRAL TELEPHONE NUMBERS AND ADDRESS INFORMATION

Program	Address	Telephone Number
Third Party Liability Branch	California Department of Health Services Recovery Section P.O. Box 997425 Sacramento, CA 95899-7425	916-650-0490 (Information line) (Medi-Cal casualty, personal injury, probate, estate, liens, worker's compensation & overpayments)
	California Department of Health Services Other Health Coverage (OHC) P. O. Box 997422 Sacramento, CA 95899-7422	1-800-952-5294 (OHC, Medi-Cal Eligibility Data System (MEDS) coding errors)
	California Department of Health Services COBRA Terminations	1-800-952-5294
	California Department of Health Services Health Insurance Premium Payment Program (HIPP) P. O. Box 997422 Sacramento, CA 95899-7422	1-866-298-8443
	California Department of Health Services Medicare Part A and B Part Buy-In P. O. Box 997422 Sacramento, CA 95899-7422	1-866-227-9863

PROVIDERS REFERRAL TELEPHONE NUMBER AND ADDRESS INFORMATION

California Department of Health Services
 Medi-Cal Eligibility Branch
 1501 Capitol Avenue, Suite 4063, MS 4607
 Sacramento, CA 95814
 916-552-9200

Program	Address	Telephone Number
County Medical Services Program (CMSP)	County Medical Services Program Office of County Health Services Program California Department of Health Services 1501 Capitol Ave., Ste. 71-5195 P.O. Box 942732 Sacramento, CA 94234-7320	916-552-8015
	Beneficiary Inquiry Unit	916-636-1980 (To refer beneficiaries with benefit questions)
	Denti-Cal	1-800-423-0507 (Billing problems for dental services)
	Electronic Data Systems (EDS)	1-800-541-5555 (Billing problems for medical services)
	MedImpact System	1-800-788-2949 (CMSP prescription drug benefits information)
Delta Dental, Denti-Cal	Delta Dental, Denti-Cal Provider Group P.O. Box 15609 Sacramento, CA 95852-0609	1-800-423-0507 (General questions, billing information and dental contract questions)
EDS		1-800-541-5555 (General questions and billing information.)
	California Children's Services/Genetically Handicapped Persons Program	1-800-541-5555
	Obstetrics or the Comprehensive Perinatal Services Program	1-800-541-5555
	Out-of-State & In-State Provider Billing	916-636-1200
Medicare Buy-In		1-800-952-5294 (Notices of overpayment)
Out-of State Authorization for Treatment	California Department of Health Services (DHS) Field Services Section P.O. Box 193704 San Francisco, CA 94119-3704	415-904-9600
Provider Enrollment (DHS)	Payment Systems Division (PSD), Provider Services Information Unit (Including out-of-state providers)	916-323-1945