

## Medicaid Information: Phone Menu Options

Providers and clients can access information efficiently by using telephone menu options on the Medicaid Information Line.

**Medicaid Information Line**

From the Salt Lake area, call **801-538-6155**

Outside Salt Lake City area, Idaho, Wyoming, Colorado, New Mexico, Arizona, and Nevada, call toll-free: **1-800-662-9651**

From any other states, call **1-801-538-6155**

There are seven options on the **Main Medicaid Information Menu**. These are listed in the column to the right.

**Telephone Menu Options**

Options 1, 3, and 5 marked with a ☎ in the list below, are for Medicaid providers. Selections 2 and 4 are for Medicaid clients.

- ☎ **1    Verify client eligibility**
- 2    Client menu (for Medicaid clients)**
- ☎ **3    Health Care Provider**
- 4    Health Plan Information for clients**
- ☎ **5    Statewide Provider Training**

**Medicaid Providers:** Telephone Menu Options 1 and 3 have a second menu. Each second menu option is described below.

- ☎ **1    Verify client eligibility**  
 The second menu offers two choices:  
 Press **1** For Access Now  
 Press **2** For a Client Eligibility Verification agent
- ☎ **3    Health Care Provider**  
 The second menu offers nine choices:  
 Press **1** Transportation Team for prior approval for non-emergency transportation.  
 Press **2** Customer Service Representative  
 Press **3** Prior Authorization Unit for information on written and telephone prior authorization (approvals).  
 Press **4** Provider Enrollment Team for enrollment questions, changes in billing address, recertification, or EFT (direct deposit).  
 Press **5** Electronic Billing Team for technical assistance with electronic claim submission (except Pharmacy Point of Sale) and for electronic remittance advice.  
 Press **6** Pharmacy Team for assistance with Point of Sale.  
 Press **7** Program Integrity Unit  
 Press **8** Custody Medical Care  
 Press **9** Indian Health Services and Juvenile Justice Services

**Hours of Operation:** Effective October 17, 2011

	<b>Medicaid Customer Service</b>	
Monday	8:00 A.M. – Noon	1:00 P.M. - 5:00 P.M.
Tuesday	8:00 A.M. – Noon	1:00 P.M. - 5:00 P.M.
Wednesday	8:00 A.M. – Noon	1:00 P.M. - 5:00 P.M.
Thursday	11:00 A.M. – Noon	1:00 P.M. - 5:00 P.M.
Friday	8:00 A.M. – Noon	1:00 P.M. - 5:00 P.M.

	<b>Medicaid Prior Authorization Unit</b>	
Monday	8:00 A.M. - Noon	1:00 P.M. - 5:00 P.M.
Tuesday	8:00 A.M. - Noon	1:00 P.M. - 5:00 P.M.
Wednesday	8:00 A.M. - Noon	1:00 P.M. - 5:00 P.M.
Thursday	Not available	1:00 P.M. - 5:00 P.M.
Friday	8:00 A.M. - Noon	1:00 P.M. - 5:00 P.M.

	<b>Access Now</b>
Monday - Saturday	6:00 A.M. - Midnight
Sunday	12:00 Noon - Midnight

**NOTE:** Our office is closed on all state and federal holidays.

Updated October 2011