



January 27, 2012

Announcement 443

Urgent:

Customer Service Telephone Number Options Change

Effective January 26, 2012, the Customer Service Center telephone number options have changed to assist providers in more easily getting answers to their questions regarding electronic billing and the Provider Web Portal.

After dialing 877-638-3472, press 2 for "Providers" and then please listen for the two options below:

- For electronic billing (EDI) questions, **please press 4**. This option continues to be staffed by EDI representatives who assist providers with electronic billing issues.
- For questions and assistance with the Provider Web Portal, **please press 7**. This is a new option staffed by customer service representatives who will assist providers in accessing and navigating the Provider Web Portal.

As of January 26, 2012, all other options remain the same.