

# IMPORTANT CONTACT INFORMATION FOR FLORIDA MEDICAID



<http://mymedicaid-florida.com>



## Telephone Contact Information

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| Automated Voice Response System (AVRS): <i>Self Service Options (e.g., Eligibility Verification)</i> | 1-800-239-7560   |
| Provider Services Main Telephone Line  | 1-800-289-7799<br>Option 4: Provider Enrollment<br>Option 5: Password Reset<br>Option 7: Provider Services Contact Center & Field Services Representatives |
| Electronic Data Interchange (EDI)  | 1-866-586-0961   |
| First Health Pharmacy Services   | 1-800-603-1714   |

## EDS Mailing Information

### Adjustments & Voids

PO Box 7080  
Tallahassee, FL 32314-7080  
(To include subpoenas and record requests)

### Attachments for Electronic Claims

PO Box 7050  
Tallahassee, FL 32314-7050

### CMS1500

PO Box 7072  
Tallahassee, FL 32314-7072

### CMS1500 Crossover

PO Box 7074  
Tallahassee, FL 32314-7074

### Dental / RPICC

PO Box 7084  
Tallahassee, FL 32314-7084

### General Written Correspondence

PO Box 7054  
Tallahassee, FL 32314-7054

### Nursing Home Claims

PO Box 7052  
Tallahassee, FL 32314-7052

### Pharmacy

PO Box 7082  
Tallahassee, FL 32314-7082

### PMIC / 2014

PO Box 7092  
Tallahassee, FL 32314-7092

### Provider Enrollment

PO Box 7070  
Tallahassee, FL 32314-7070

### Provider Re-Enrollment

PO Box 13800  
Tallahassee, FL 32317-3800

### Transportation

PO Box 7052  
Tallahassee, FL 32314-7052

### UB04

PO Box 7062  
Tallahassee, FL 32314-7062

### UB04 Crossover

PO Box 7064  
Tallahassee, FL 32314-7064

### UDDR / PA

PO Box 7090  
Tallahassee, FL 32314-7090

## Florida Medicaid Resources Quick Reference Guide

| The Department of Children and Families (DCF)<br>Customer Call Center:<br>1.866.762.2237  | Florida Agency for Healthcare Administration (AHCA)<br>Local Medicaid Program Office:<br>Phone Number Varies by Area  | Electronic Data Systems (EDS)   |
|---|---|---|
| <ul style="list-style-type: none"> <li>• Medicaid Eligibility Questions</li> <li>• Medicaid Eligibility File Maintenance and File Problems</li> <li>• Temporary Medicaid Identification Cards</li> <li>• Ordering Medicaid Gold Cards To Verify a Recipient's Eligibility</li> <li>• Where a Medically Needy Recipient's Bills Must be Faxed (Fax Number Varies by District)</li> </ul> | <ul style="list-style-type: none"> <li>• Contact Information for Each Area Office is Located in the Florida Medicaid Provider General Handbook</li> <li>• Policy Clarification</li> <li>• Claims Near or Past Filing Deadline</li> <li>• Training Opportunities</li> <li>• An Information Resource</li> </ul> | <ul style="list-style-type: none"> <li>• Recipient Eligibility</li> <li>• Claim Status or PA Status</li> <li>• Claims Processing, Electronic Billing</li> <li>• Remittance Advices</li> <li>• Changes to Provider Files</li> <li>• Lost Checks or Payments / EFT Inquiries</li> <li>• Provider Enrollment or Re-Enrollment</li> <li>• Order Forms and/or Handbooks</li> </ul> |

## Other Helpful Resources

**AHCA:** <http://www.ahca.myflorida.com>  
**EDS:** <http://mymedicaid-florida.com>  
**Florida Government:** <http://www.myflorida.com>

**Social Security Administration:** 1-800-772-1213  
**Florida KidCare:** 1-888-540-5437  
**Medicaid Options:** 1-888-367-6554

EDS - ONLY for deliveries such as FedEx, UPS, etc.  
 2671 Executive Center Circle, Suite 100  
 Tallahassee, FL 32301