

Appendix B: Contacting EDS—Telephone Instructions

To access the EDS Provider Services Unit, Prior Approval Unit, Electronic Commerce Services (ECS) Unit, Integrated Payment and Reporting System (IPRS), or Pre-Admission Screening and Annual Resident Review (PASARR), call **800-688-6696** or **919-851-8888**. Calls made from a touch-tone telephone will be routed to these units by an automated attendant. You may also access other units through the operator.* Automated attendant options are as follows.

Electronic Commerce Services Press 1

ECS analysts provide over-the-phone technical support for NCECSWeb software, point-of-sale transactions, and eligibility verification issues.

Prior Approval Press 2

Prior approval (PA) may be required for some services, products, or procedures to verify medical necessity.

Options within Prior Approval:

Hearing Aid—1

Optical—2

Long-Term-Care, Out-of-State Services, State-to-State Ambulance—3

Dental—4

PA Extension Notices—5

Surgery—6

Orthodontics—7

Durable Medical Equipment—8

Enhanced Care/Therapeutic Leave/Hospice—9

Provider Services Press 3

EDS Provider Services assists providers with DMA policies and procedures. In addition, EDS Provider Services offers response and resolution to provider inquiries, both verbal and written.

Option Number	Includes These Providers
NPI Unresolved—1	All provider types with National Provider Identifier (NPI) questions.
Hospital—2	Hospital, long-term care facility [CDSAs, CIS Agencies, mental health, psychiatric residential treatment facilities, residential child care facility (Levels II–IV), nursing facility, hearing aid, dialysis providers]
Community Care—3	Dental, home health care, personal care, durable medical equipment, orthotic/prosthetic, or domiciliary care provider (includes ambulance; CAP; DSS/DHS; hospice; home infusion therapy; private duty nursing; rural health; FQHC; adult care homes; at-risk case management and HIV case management providers)
Pharmacy—4	
Physician—5	Physician's office, county health department, local education agency, independent practitioner, Health Check; eye care; chiropractor; ambulatory surgery; nurse midwife; nurse practitioner; radiologist; podiatrist; speech/language, audiology, physical, occupational, respiratory therapists; certified registered nurse anesthetist; independent diagnostic testing facility; independent mental health providers; anesthesiology

IPRS Press 4

The Integrated Payment and Reporting System (IPRS) analysts provide claims and electronic file submission support to area programs and local management entities (LMEs) for their services and recipients covered by the North Carolina Division of Mental Health, Developmental Disabilities, and Substance Abuse Services.

Options within IPRS:

Provider Services—1

ECS—2

PASARR Press 7

Completes Pre-Admission Screening and Annual Resident Review (PASARR)