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DMAP Operations

Authorized Signature

Number: DMAP-IM-07-085

Issue Date: 06/13/2007

Topic: Medical Benefits

Subject: Provider announcement: RA stuffer for Call Center Changes

**Applies to (check all that apply):**

- |  |   |
|--|---|
| <input type="checkbox"/> All DHS employees             | <input type="checkbox"/> County Mental Health Directors   |
| <input type="checkbox"/> Area Agencies on Aging        | <input type="checkbox"/> Health Services  |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities   |
| <input type="checkbox"/> County DD Program Managers    | <input checked="" type="checkbox"/> Other (please specify): DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |

**Message:**

DMAP will distribute the attached stuffer to all providers, beginning June 18, 2007 and running for two weeks. The stuffer indicates a change in the Provider Services toll-free Call Center.



## **Attention!**

### **DMAP Restructures the Provider Services Toll-Free Call Center!**

Beginning *June 27, 2007*, the Division of Medical Assistance Programs will restructure the Toll-Free (1-800-336-6016) Call Center to improve services for providers.

There will be no change in service expertise. The new alignment will reduce call transfers and we anticipate no delays in getting through to staff. However, until the improvements are fully implemented, you may experience an increase in the wait-time before your call is answered.

Thank you, in advance, for your patience.

We anticipate full implementation no later than *July 1, 2007*.

