



STATE OF MICHIGAN
DEPARTMENT OF COMMUNITY HEALTH
LANSING

JENNIFER M. GRANHOLM
GOVERNOR

JANET OLSZEWSKI
DIRECTOR

April 2010

Dear School Based Services Providers and Interested Parties:

Effective April 26, 2010, the Michigan Public Health Institute (MPHI) will provide a toll-free Eligibility Helpdesk service for School Based Services (SBS) providers and billing entities. The toll-free number (**1-877-338-7120**) will appear as part of the 270/271 error response message when multiple beneficiary identification numbers are on file.

Providers and billing entities should be prepared to provide the Helpdesk agent with their National Provider Identifier (NPI) or Federal Employee Identification Number (FEIN).

The Helpdesk agents will assist SBS providers with the resolution of eligibility errors, duplicate Medicaid Identification Numbers (IDs), name errors, and other eligibility issues. This **is not** a billing Helpdesk. Billing questions must be directed to the Provider Support Hotline at 1-800-292-2550. When calling Provider Support Hotline with billing issues callers should indicate they are a School Based Services provider.

If you have questions or concerns please contact Linda Sowle, School Based Services Policy Specialist at 517-241-8398 or by email at sowlel@michigan.gov.

Sincerely,

A handwritten signature in black ink that reads "Stephen Fitton".

Stephen Fitton, Director
Medical Services Administration