Table of Contents

Directory 2
1. Division of Medicaid 3
2. Participant Service Numbers 4
3. Idaho Cities by Medicaid Region 5
4. Children's Developmental Disabilities (DD) Program 7
5. Prior Authorization (PA) Contacts 8
6. Bureau of Long Term Care (BLTC) 9
7. Third Party Recovery (TPR) and Crossover Claim Contacts 10
8. Gainwell Technologies 11
8.1. Medicaid Automated Call Service (MACS) 11
8.2. Addresses and Phone Numbers 11
8.3. Gainwell Technologies Regional Provider Relations Consultants (PRCs) 12
9. Sandata 13
Appendix A. Directory, Provider Handbook Modifications 14

Directory

The directory contains contacts, addresses, telephone numbers, and fax numbers that providers may need.

Providers may get information about the Idaho Medicaid Program on the Internet at the following sites:

Idaho Medicaid
www.medicaid.idaho.gov/

Idaho Department of Health and Welfare (DHW)
www.healthandwelfare.idaho.gov

Centers for Medicare and Medicaid Services (CMS)
www.cms.gov

Quality Improvement Organization (QIO) - Telligen
Idmedicaid.telligen.com

Magellan Healthcare, Inc.
https://www.MagellanOfIdaho.com

Idaho Smiles – MCNA
http://www.mcna.net/en/plans/medicaid

Medical Transportation Management Inc. (MTM)
www.mtm-inc.net/idaho

Medicare Medicaid Coordinated Plan (MMCP) and Idaho Medicaid Plus (IMPlus)

- **UnitedHealthcare**
  - www.uhc.com/communityplan/idaho
  - Phone: 1 (866) 785-1628
- **Molina Healthcare of Idaho**
  - www.molinahealthcare.com
  - Phone: 1 (844) 239-4914

1. Division of Medicaid

Appeals	Bureau of Developmental Disability Services	Estate Recovery
Division of Medicaid Idaho Department of Health and Welfare P.O. Box 83720 Boise, ID 83720-0036 Fax: 1 (208) 364-1811 MedicaidAppeals@dhw.idaho.gov	P.O. Box 83720 Boise, ID 83720-0009 1 (208) 334-0940 Fax: 1 (208) 334-0953	P.O. Box 83720 Boise, ID 83720-0009 1 (208) 364-1975 1 (866) 849-3843 Fax: 1 (866) 852-2954
Bureau of Long-Term Care	**Medical Care Unit**	**Medicaid Provider Fraud and Program Integrity**
P.O. Box 83720 Boise, ID 83720-0009 1 (877) 799-4430	P.O. Box 83720 Boise, ID 83720-0009 1 (866) 205-7403 Fax: 1 (877) 314-8779	P.O. Box 83720 Boise, ID 83720-0036 prvfraud@dhw.idaho.gov 1 (208) 334-5754 Fax: 1 (208) 334-2026
Pharmacy and Medicaid Participant Lock-in	**Preventive Health Assistance (PHA) Unit**	**Office of Mental Health and Substance Abuse**
P.O. Box 83720 Boise, ID 83720-0009 1 (208) 364-1829 1 (866)-827-9967 Fax: 1 (800) 327-5541	P.O. Box 83720 Boise, ID 83720-0009 1 (877) 364-1843 Fax: 1 (877) 845-3956	P.O. Box 83720 Boise, ID 83720-0009 1 (208) 334-0767 1 (866) 681-7062 Fax: 1 (866) 241-7278
Financial Operations		
P.O. Box 83720 Boise, ID 83720-0009 1 (208) 287-1150 Fax: 1 (208) 287-1170		

2. Participant Service Numbers

Applications for Children's Health Insurance Program (CHIP)
2-1-1 or 1 (800) 926-2588 (Idaho CareLine)
Participant Line (English and Spanish)
1 (866) 686-4752 Fax: 1 (877) 517-2039
Idaho CareLine (English and Spanish)
2-1-1 or 1 (800) 926-2588
Medicaid Non-Emergent Transportation
1 (208) 334-4990 or 1 (877) 503-1261 TTY 1(877) 503-1257
Idaho Nurse Aide Registry
1 (800) 748-2480

3. Idaho Cities by Medicaid Region

Region 1: Benewah, Bonner, Boundary, Kootenai, and Shoshone Counties					
Athol	Cocolalla	Harrison	Moyie Springs	Ponderay	Santa
Avery	Coeur d'Alene	Hauser	Mullan	Port Hill	Silverton
Bayview	Colburn	Hayden Lake	Murray	Post Falls	Smelterville
Blanchard	Careywood	Hope	Naples	Priest River	Spirit Lake
Bonners Ferry	Coolin	Kellogg	Nordman	Rathdrum	Tensed
Calder	Desmit	Kingston	Oldtown	Sagle	Wallace
Cataldo	Dover	Kootenai	Osburn	Saint Maries	Worley
Clarkfork	Eastport	Laclede	Pinehurst	Samuals	
Clarkia	Fernwood	Medimont	Plummer	Sandpoint	

Region 2: Clearwater, Idaho, Latah, Lewis, and Nez Perce Counties					
Ahsahka	Elk City	Julietta	Lucille	Pollock	Troy
Bovill	Fenn	Kamiah	Morgan's Valley	Potlach	University
Clearwater	Ferdinand	Kendrick	Moscow	Princeton	Viola
Cottonwood	Genesee	Keuterville	Nez Perce	Riggins	Weippe
Craigmont	Grangeville	Kooskia	Onaway	Ruebens	White Bird
Culdesac	Greencreek	Lapwai	Orofino	Southwick	Winchester
Deary	Harvard	Lenore	Peck	Spalding	
Dixie	Headquarters	Lewiston	Pierce	Stites	

Region 3: Adams, Canyon, Gem, Owyhee, Payette, and Washington Counties				
Bruneau	Fruitvale	Letha	Murphy	Oreana
Caldwell	Grandview	Marsing	Nampa	Owyhee
Cambridge	Greenleaf	Melba	New Meadows	Parma
Council	Homedale	Mesa	New Plymouth	Payette
Emmett	Huston	Middleton	Notus	Weiser
Fruitland	Indian Valley	Midvale	Ola	Wilder

Region 4: Ada, Boise, Elmore, and Valley Counties				
Atlanta	Eagle	Horseshoe Bend	Meridian	Star
Banks	Featherville	Idaho City	Montour	Sweet
Boise	Gardena	King Hill	Mountain Home	Warren
Cascade	Garden City	Kuna	Northside	West Mountain
Centerville	Garden Valley	Lowman	Pioneerville	Yellow Pine
Crouch	Glenns Ferry	Lakefork	Placerville	
Donnelly	Hammett	McCall	Smiths Ferry	

Region 5: Blaine, Camas, Cassia, Gooding, Jerome, Lincoln, Minidoka, and Twin Falls Counties					
Acequia	Castleford	Gooding	Jerome	Paul	Wendell
Albion	Corral	Hagerman	Ketchum	Picabo	
Almo	Declo	Hailey	Kimberly	Richfield	
Bellevue	Dietrich	Hansen	Malta	Rogerson	
Bliss	Eden	Hazelton	Minidoka	Rupert	
Buhl	Elba	Heyburn	Murtaugh	Shoshone	
Burley	Fairfield	Hill City	Oakley	Sun Valley	
Carey	Filer	Hollister	Obsidian	Twin Falls	

Region 6: Bannock, Bear Lake, Bingham, Caribou, Franklin, Oneida, and Power Counties					
Aberdeen	Bloomington	Fort Hall	Malad City	Pocatello	Sublett
American Falls	Chubbuck	Franklin	May	Portneuf	Swan Lake
Arbon	Clifton	Freedom	McCammon	Preston	Thatcher
Arimo	Conda	Geneva	Mink Creek	Rockland	Wayan
Atomic City	Dayton	Georgetown	Montpelier	Saint Charles	Weston
Bancroft	Dingle	Grace	Moreland	Shelley	Whitney
Basalt	Downey	Holbrook	Ovid	Soda Springs	
Bern	Firth	Inkom	Paris	Springfield	
Blackfoot	Fish Haven	Lava Springs	Pingree	Sterling	

Region 7: Bonneville, Butte, Clark, Custer, Fremont, Jefferson, Lemhi, Madison, and Teton Counties					
Ammon	Darlington	Iona	Menan	Roberts	Teton
Anthony	Driggs	Irwin	Monteview	Saint Anthony	Tetonia
Arco	Dubois	Island Park	Moore	Salmon	Ucon
Ashton	Ellis	Leadore	Newdale	Shoup	Victor
Butte City	Felt	Ledmore	Northfork	Stanley	
Carmen	Gibbonsville	Lemhi	Palisades	Stone	
Challis	Grouse	Leslie	Parker	Sugar City	
Chester	Hamer	Lewisville	Rexburg	Swan Valley	
Clayton	Howe	Mackay	Rigby	Tendoy	
Cobalt	Idaho Falls	Macks Inn	Ririe	Terreton	

4. Children's Developmental Disabilities (DD) Program

The Regional Children's DD Program is responsible for prior authorization (PA) of:

- DD service coordination (case management) for children.
- Behavioral intervention by developmental disabilities agencies and independent. providers.
- Respite providers for children.

Region 1
1120 Ironwood Court Coeur d'Alene, ID 83814 1 (208) 769-1406
Region 2
P.O. Drawer B Lewiston, ID 83501 1 (208) 799-3460
Region 3
3402 Franklin Rd. Caldwell, ID 83605 1 (208) 465-8460
Region 4
1720 Westgate, Suite B P.O. Box 83720 Boise, ID 83720-0026 1 (208) 334-0900
Region 5
803 Harrison St. Twin Falls, ID 83301 1 (208) 736-2182
Region 6
421 Memorial Dr. Pocatello, ID 83201 1 (208) 234-7900
Region 7
2475 Leslie Ave. Idaho Falls, ID 83402 1 (208) 525-7223

5. Prior Authorization (PA) Contacts

<table>
<tr><th>Dental</th><th>Pharmacy</th></tr>
<tr><td>MCNA - Idaho Smiles Program
1 (855) 235-6262 (Provider Relations)
http://www.mcna.net/en/plans/medicaid</td><td>Pharmacy
P.O. Box 83720
Boise, ID 83720-0009
www.medicaidpharmacy.idaho.gov
1 (208) 364-1829
1 (866) 827-9967</td></tr>
<tr><th colspan="2">Hospital Inpatient, Medical, Surgical, Equipment and Supplies</th></tr>
<tr><td colspan="2">Telligen
670 E Riverpark Ln. Suite 120
Boise, ID 83706
Phone 1 (866) 538-9510
Fax 1 (866) 539-0365

Help desk e-mail: idmedicaidsupport@telligen.com

Website: Idmedicaid.telligen.com</td></tr>
<tr><th colspan="2">Preventive Health Assistance</th></tr>
<tr><td colspan="2">Medical Care Unit
Division of Medicaid
Idaho Department of Health and Welfare
P.O. Box 83720
Boise, ID 83720-0009
1 (877) 364-1843
Fax: 1 (877) 314-8779</td></tr>
<tr><th colspan="2">Transportation</th></tr>
<tr><td>Non-Emergency Medical Transportation
MTM (Medical Transportation Management Inc.)
1 (877) 503-1261
www.mtm-inc.net/idaho</td><td>Ambulance Review
Medical Care
P.O. Box 83720
Boise, ID 83720-0009
Attention: Ambulance Review
1 (800) 362-7648
Fax: 1 (877) 314-8781</td></tr>
<tr><th colspan="2">Behavioral Health</th></tr>
<tr><td colspan="2">Magellan Healthcare, Inc.
P.O. Box 1029
Maryland Heights, MO 63043
Phone: 1 (855) 202-0983
Fax: 1 (888) 656-9795
E-mail: IdahoProvider@MagellanHealth.com
Website: https://www.MagellanOfIdaho.com</td></tr>
</table>

6. Bureau of Long Term Care (BLTC)

Statewide Toll-Free Number
1 (877) 799-4430
Region 1
1120 Ironwood Dr., Suite 102 Coeur d'Alene, ID 83814-2659 1 (208) 769-1567
Region 2
1118 F St. P.O. Drawer B Lewiston, ID 83501 1 (208) 799-4430
Region 3
3402 Franklin Rd. Caldwell, ID 83605-6932 1 (208) 455-7150
Region 4
1720 Westgate, Suite A P.O. Box 83720 Boise, ID 83720-0026 1 (208) 334-0940
Region 5
601 Poleline, Suite 3 Twin Falls, ID 83303 1 (208) 736-3024 1 (800) 826-1206
Region 6
1070 Hiline Rd, Suite 260 Pocatello, ID 83201-2955 1 (208) 239-6260
Region 7
150 Shoup Ave. Suite 20 Idaho Falls, ID 83402 1 (208) 528-5750

7. Third Party Recovery (TPR) and Crossover Claim Contacts

HMS	
P.O. Box 94630 Seattle, WA 98124-6930	1 (800) 873-5875 Monday through Friday (excluding holidays) 8 a.m. - 5:30 p.m. MT
Part A Medicare (Both Regular and Railroad (RRB)	
Noridian Administrative Services LLC Medicare P.O. Box 6726 Fargo, ND 58108-6726	Provider 1 (877) 908-8437 1 (877) 425-2371 TTY Closed each Friday from 7:30-9:30 a.m. PT Beneficiary 1 (800) 633-4227 1 (800) 633-4223
Part B Medicare	
Noridian Administrative Services LLC Medicare P.O. Box 6726 Fargo, ND 58108-6726	Provider 1 (877) 908-8437 1 (877) 425-2371 TTY Closed each Friday from 7:30-9:30 a.m. PT Beneficiary 1 (800) 633-4227 1 (800) 633-4223
Part B Medicare (Railroad – RRB – only)	
Palmetto GBA, RRB Medicare Part B P.O. Box 10066 Augusta, GA 30999-0001	Provider 1 (877) 288-7600 Beneficiary 1 (800) 833-4455
Medicare Hospice, Home Health, and Rural Health Claims	
United Government Services, LLC CA Medicare P.O. Box 9140 Oxnard, CA 93031-9140	1 (866) 264-4990
Durable Medical Equipment Regional Carrier (DMERC)*	
DMERC — Region D (CIGNA Health Care) P.O. Box 690 Nashville, TN 37202 * DMERC Region D handles all durable medical equipment (DME), immunosuppressive drugs, enteral/parenteral nutrients (PEN), prosthetics, orthotics, and supplies	Provider 1 (866) 243-7272 Public Relations 1 (866) 224-3094 Beneficiary 1 (800) 899-7095 Beneficiary Claim Services (automated) 1 (877) 320-0390

8. Gainwell Technologies

Health PAS-OnLine – www.idmedicaid.com

8.1. Medicaid Automated Call Service (MACS)

Medicaid Automated Call Service (MACS)	
1 (866) 686-4272 1 (208) 373-1424	MACS is available 24 hours a day, seven days a week. Provider service representatives are available Monday through Friday, 7:00 A.M.-7:00 P.M. MT.

8.2. Addresses and Phone Numbers

Service Area	Address	Phone	Fax
Member Services IDParticipantServices@gainwelltechnologies.com	P.O. Box 70081 Boise, ID 83707	1 (866) 686-4752 1 (208) 373-1432	1 (877) 517-2039
Provider Enrollment IDProviderEnrollment@gainwelltechnologies.com	P.O. Box 70082 Boise, ID 83707	1 (866) 686-4272 1 (208) 373-1424	1 (877) 517-2041
Provider Services IDProviderServices@gainwelltechnologies.com	P.O. Box 70082 Boise, ID 83707	1 (866) 686-4272 1 (208) 373-1424	1 (877) 661-0974
Technical Services IDEDISupport@gainwelltechnologies.com		1 (866) 686-4272 1 (208) 373-1424	1 (877) 517-2040
Claims Review Request Form	P.O. Box 70082 Boise, ID 83707		
CMS-1500 Claims UB-04 Crossover CMS1500 Crossover Third Party Recovery (TPR)	P.O. Box 70084 Boise, ID 83707		
UB04-Institutional Claims Financial/ADA 2006 Claims	P.O. Box 70087 Boise, ID 83707		

8.3. Gainwell Technologies Regional Provider Relations Consultants (PRCs)

Region 1 and the state of Washington	
Region.1@gainwelltechnologies.com (208) 202-5735	1120 Ironwood Dr., Suite 102 Coeur d'Alene, ID 83814-2659
Region 2 and the state of Montana	
Region.2@gainwelltechnologies.com (208) 202-5736	1118 F Street P.O. Drawer B Lewiston, ID 83501
Region 3 and the state of Oregon	
Region.3@gainwelltechnologies.com (208) 202-5816	3402 Franklin Rd. Caldwell, ID 83605
Region 4	
Region.4@gainwelltechnologies.com (208) 202-5843	9415 W. Golden Trout Way Boise, ID 83704
Region 5 and the state of Nevada	
Region.5@gainwelltechnologies.com (208) 202-5963	601 Poleline Road, Suite 7 Twin Falls, ID 83301
Region 6 and the state of Utah	
Region.6@gainwelltechnologies.com (208) 593-7759	1070 Hiline Rd. Pocatello, ID 83201
Region 7 and the state of Wyoming	
Region.7@gainwelltechnologies.com (208) 609-5062	150 Shoup Ave. Idaho Falls, ID 83402
Region 9	
Region.9@gainwelltechnologies.com (208) 609-5115	9415 W. Golden Trout Way Boise, ID 83704

9. Sandata

Sandata (Sandata.com) provides Idaho Medicaid's Electronic Visit Verification (EVV) Aggregator.

Sandata
1 (855) 545-1581 IDAltevv@sandata.com

Appendix A. Directory, Provider Handbook Modifications

This table lists the last three years of changes to this handbook as of the publication date. Changes to references or of a non-substantive technical nature are not captured.

Directory, Provider Handbook Modifications				
Version	**Section / Column**	**Modification Description**	**Publish Date**	**SME**
47.0	All	Published version	12/24/2025	TQD
46.3	Appendix A. Directory, Provider Handbook Modifications	Added that non-substantive changes aren't captured.	12/23/2025	A Welch W Deseron
46.2	8.2. Addresses and Phone Numbers	Removed Healthy Connections.	12/23/2025	A Welch W Deseron
46.1	5. Healthy Connections	Section Deleted.	12/23/2025	A Welch W Deseron
46.0	All	Published version	06/02/2025	TQD
45.1	Directory	MMCP/IMPlus Contact Update	06/01/2025	W Deseron M Payne
45.0	All	Published version	04/22/2025	TQD
44.2	4. Children's Developmental Disabilities (DD) Program	Updated content and added Respite for Children.	04/22/2025	W Deseron E Garibovic
44.1	1. Division of Medicaid	Updated contact information.	04/22/2025	W Deseron E Garibovic
44.0	All	Published version	07/01/2024	TQD
43.3	6. Prior Authorization (PA) Contacts	Updated MCU to Telligen for PA, and OPTUM to Magellan.	06/27/2024	W Deseron M Hanifen
43.2	5. Healthy Connections (HC)	Updated contact information.	06/27/2024	W Deseron M Hanifen
43.1	Directory	Changed Optum to Magellan.	06/27/2024	W Deseron M Hanifen
43.0	All	Published version	01/09/2024	TQD
42.1	8. Third Party Recovery (TPR) and Crossover Claim Contacts	Updated HMS address and telephone number.	01/08/2024	W Deseron G Bosnjak