



Constituent Liaison Services

(800)597-1603

2019

Services Provided

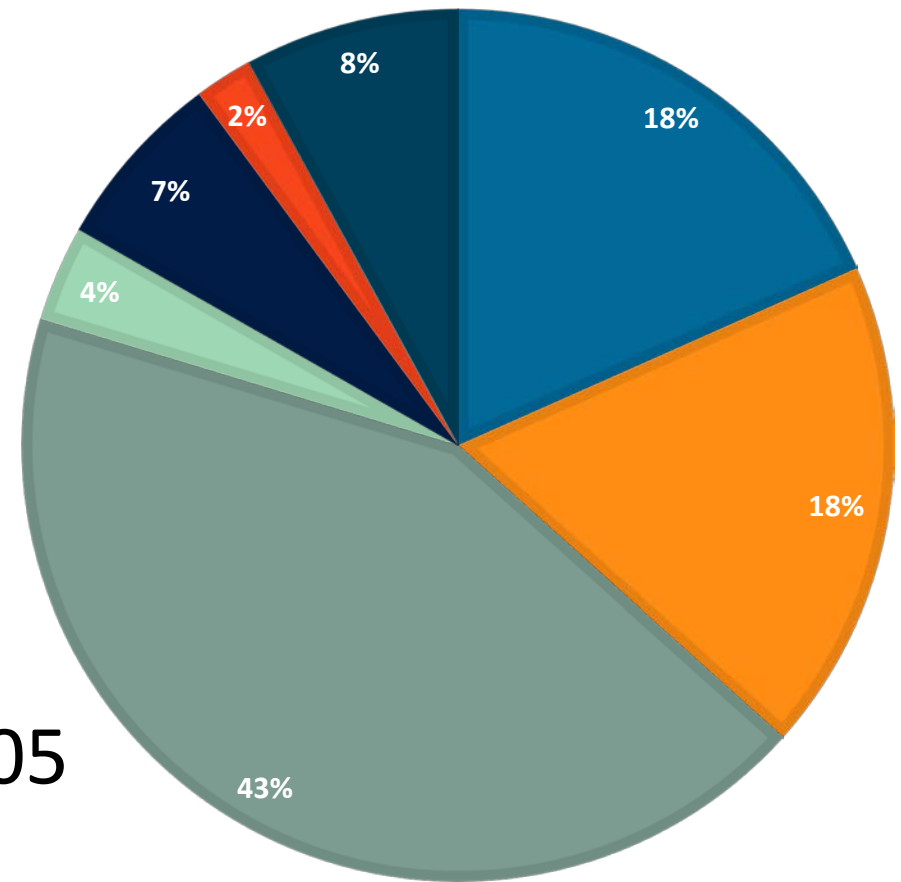


- Request Medicaid replacement card
- Provide information regarding Medicaid Primary Care Provider(PCP) or Health Home
- Provide Medicaid coverage detail information
- Provide Medicaid claim detail/status information to recipients
- Act as an advocate for recipients with Medicaid billing issues
- Receive complaints about services provided by DSS and ensure they receive a timely response
- Serves as an independent source of information and explanation for the public about services provided by DSS

Calls for last Fiscal Year

- Total calls = 8,644
- Claims = 1625
- Eligibility = 1622
- Coverage = 3812
- Dental = 317
- Pharmacy = 587
- Vision = 192
- PCP/Health Home = 705

CALLS LOGGED



Other Resources



Contact your local office DSS Benefits Specialist for questions regarding:

- Determining eligibility
- Add or remove recipients from plan
- Change information (i.e. address, DOB or name)

Contact Delta Dental of South Dakota (877)841-1478 for questions regarding:

- Medicaid dental benefits
- Dental claim or Prior Authorization status information

The Constituent Liaison is unable to provide prior authorization for upcoming treatment, legal advise or answer questions regarding private health plans.