

**DEPARTMENT OF SOCIAL SERVICES**

DIVISION OF MEDICAL SERVICES

700 GOVERNORS DRIVE

PIERRE, SD 57501-2291

**PHONE:** 605-773-3495

**FAX:** 605-773-5246

**WEB:** [dss.sd.gov](http://dss.sd.gov)



**Strong Families - South Dakota's Foundation and Our Future**

Oct 14, 2016

**ATTENTION: South Dakota Medicaid Providers**

**FROM: South Dakota Medicaid**

**RE: SD Medicaid Telephone Lines**

With provider revalidation efforts underway, the telephone lines at South Dakota Medicaid have been exceeding maximum capacity at times in recent weeks. This has led to some calls dropping or sending the caller to a busy signal. Over the coming weekend we will be adding additional lines to address this issue. During the transition, you may experience longer than usual wait times as we continue to deliver excellent customer service to the caller at the moment.

There are a couple of other options for assistance with your questions. If you are not able to speak with a Telephone Services Representative please feel free to leave a voicemail message. We strive to return these calls during the same business day. You may also reach us a [Medical@state.sd.us](mailto:Medical@state.sd.us).

Thank you for your patience and your service to the citizens of South Dakota.

Thank you,  
South Dakota Medicaid