

**DEPARTMENT OF SOCIAL SERVICES**

DIVISION OF MEDICAL SERVICES

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

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April 20, 2018

**ATTENTION:           Providers and Billing Professionals**

**FROM:                 South Dakota Medicaid**

**RE:                     South Dakota Medicaid Communication Log**

Greetings,

Our call center is now utilizing a Communication Log to better serve you. Our operators will be asking for information to record; including your first and last name, a call back number, and identifying information. We will be documenting the call so that we can monitor issues and track follow up. We will be giving you a call number at the end of each call that you can utilize if you have any follow-up issues or questions. You will need to write that number down if you wish to call back on a particular issue. We appreciate your assistance as we implement this new system.

Thank you,

South Dakota Medicaid