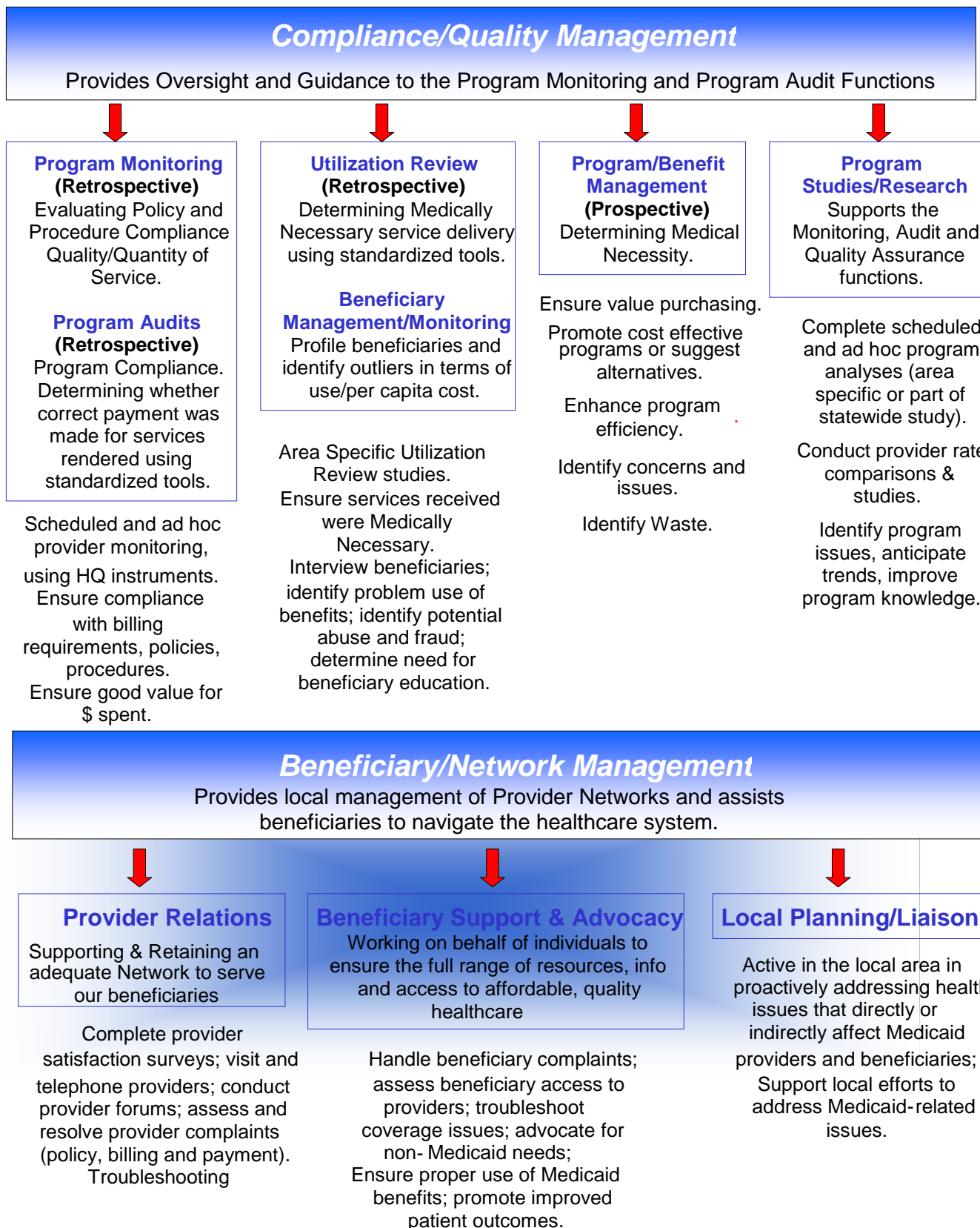


Medicaid Area Offices

The 11 Medicaid Area Offices represent a dynamic blend of divergent geographic, cultural, social, economic factors and conditions. These offices are located throughout the state and serve more than 2.9 million active Medicaid beneficiaries. ***The Medicaid Area Offices are the local eyes, ears and voice of the Medicaid Program.***



Medicaid Area Offices

Compliance/Quality Management

Program Monitoring Program Audits

- MediPass (Re)Credentialing
- Medical Record Review
- Transportation (Ambulance)
- Project AIDS Care (PAC)
- Statewide Inpatient Psychiatric Program (SIPP)
- Behavioral Health Overlay Services (BHOS)
- Pre-Paid Mental Health
- Prescribed Pediatric Extended Care Services
- Early Intervention Program
- Medical Foster Care
- Regional Perinatal Intensive Care Centers
- Fair Hearings
- Provider & Random Site Visits
- Therapeutic Group Homes
- Participate on Community Behavioral Health Program Reviews
- School District Admin. Claiming and Certified School Match
- Participate in DOEA Audits
- Participate in Specialized Therapeutic Foster Care Audits

Utilization Review Beneficiary Management & Monitoring

- MediPass Utilization Review
- Statewide Inpatient Psychiatric Program (SIPP)
- Pre-Paid Mental Health

Program/Benefit Management

- Transportation Authorization
- Children's Medical Assessment Team
- Wheelchair Prior Authorization
- Prescribed Pediatric Extended Care Services
- Specialized Therapeutic Foster Care
- Exceptional Claims
- Therapeutic Group Homes
- Precertification of Community Behavioral Health and Targeted Case Mngt. Providers

Program Studies/Research

- Scheduled and ad hoc program analyses (area specific or part of statewide study)
- Provider rate comparisons & studies
- Trend analysis to identify programmatic issues
- Development of local program enhancements

Beneficiary/Network Management

Provider Relations

- Recruitment
- Enrollment & Re-enrollment
- MediPass Network Maintenance
- MediPass Network Development
- Specialty Provider Technical Assistance e.g. Transportation/ PAC/ School Services
- Specialty Provider Training e.g. PAC/ACS/APD/DME/PCA/Home Health
- Provider Calls
- Disease Management (Pfizer)
- MediPass Special Projects
- Community Partnerships
- Exceptional Claims
- Resolve Provider Complaints/Grievances
- MediPass 24-hour Access to Care Monitoring
- Provider Training e.g. 1500/UB/MediPass
- Technical Assistance for Policy and Billing

Beneficiary Support & Advocacy

- MediPass Beneficiary Management
- MediKids Beneficiary Management
- Pharmaceutical Assistance
- Beneficiary Calls
- Outreach & Education
- Interagency Representative
- Fair Hearings
- Nursing Home closures
- Disease Management
- Medicaid Waiver Programs
- Health Alliance
- New managed care programs
- Community Partnerships
- Resolve Beneficiary Complaints/Grievances
- Inform Dual-Eligibles of Medicare Part D Resources
- Triage Specialty Care Requests
- Resolve HMO non-covered Service Requests

Local Planning Liaison and Outreach

- Senior Expos
- Mentoring
- 211 Initiatives
- Local Coordinating Boards for Transportation Disadvantaged
- Homeless Coalitions
- HIV Planning Council
- Healthy Start
- KidCare
- Housing Authorities
- Social Service Agency Forums
- Refugee Task Force
- Health Fairs
- Ryan White Services
- Local Initiatives
- Family Café
- Host Medicaid Behavioral Health Managed Care Advisory Forum
- Community Alliances