



Office of Developmental Programs

Customer Service Line Enhancements

Effective June 30, 2009

Informational Memo #012-09

PURPOSE: In preparation for possible increases in the volume of calls received through our customer service line 888-565-9435, the Office of Developmental Programs (ODP) wishes to inform you of the new enhancements to the Customer Service Line. Effective June 30, 2009, you will be offered a number of options when you call this telephone number.

To help in preparing you for these changes, we are describing what to expect when you call the 888-565-9435 ODP Customer Service line.

This is the initial message:

Welcome to the Office of Developmental Programs Customer Service Line. If you are calling about payment of claims, provider enrollment, Home and Community Services Information System (HCSIS), or questions related to the waiver programs, such as service definitions and the services and supports directory, please stay on the line.

All other calls, please **press 1**

Questions for ODP Claims Resolution Hotline, please **press 2**

Question about Provider Enrollment issues, please **press 3.**

Questions related to HCSIS issues, please **press 4.**

Questions about Consolidated or Person and Family Directed Services waiver, including the service definitions and the Supports and Services Directory, please **press 5.**

Then you will be directed to the appropriate ODP Regional Office:

- For Southeastern Pennsylvania, please call 215-560-2245
- For Northeastern Pennsylvania, please call 570-963-4749
- For Central Pennsylvania, please call 717-772-6507
- For Western Pennsylvania, please call 412-565-5144

After hearing option 5, if you are unsure as to which region to call, please press 1