Provider Resources

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# Module 1: Introduction to Long-term Care

## [Bureau of Fee-for-Service Programs](https://www.dhs.pa.gov/contact/DHS-Offices/Pages/OMAP-Bureau%20of%20Fee-For-Service%20Programs.aspx)

https://www.dhs.pa.gov/contact/DHS-Offices/Pages/OMAP-Bureau%20of%20Fee-For-Service%20Programs.aspx

**Office of Long-Term Living (OLTL) Provider Call Center**

**Toll free: 1-800-932-0939**

Mon – Thurs, 9:00 am to 12:00 pm and 1:00 pm to 4:00 pm

Option 1: Provider Enrollment

Option 2: Billing and Claims

Option 3: Nursing Home Transition

Email for billing and claims: [RA-ProviderOperation@pa.gov](mailto:RA-ProviderOperation@pa.gov)

Email Enrollment section: [RA-HCBSEnProv@pa.gov](mailto:RA-HCBSEnProv@pa.gov)

Fax: (717) 772-0965

## [Community HealthChoices Provider Resources](https://www.dhs.pa.gov/HealthChoices/HC-Providers/Pages/CHCProvider-Main.aspx)

https://www.dhs.pa.gov/HealthChoices/HC-Providers/Pages/CHCProvider-Main.aspx

## [Independent Enrollment Broker (IEB)](https://www.dhs.pa.gov/Services/Disabilities-Aging/Pages/Independent-Enrollment-Broker.aspx)

https://www.dhs.pa.gov/Services/Disabilities-Aging/Pages/Independent-Enrollment-Broker.aspx

## IEB Helpline

Toll Free: 1-877-550-4227

## OLTL Participant Helpline

Toll Free: 1-800-757-5042

## [Participant Information Packet](https://www.dhs.pa.gov/Services/Disabilities-Aging/Documents/Long-Term%20Care%20Services/Participant%20Information%20Packet.PDF)

https://www.dhs.pa.gov/Services/Disabilities-Aging/Documents/Long-Term%20Care%20Services/Participant%20Information%20Packet.PDF

The Participant Information Packet is available in several languages on the [Long-Term Care Services](https://www.dhs.pa.gov/Services/Disabilities-Aging/Pages/Long-Term-Care-Services.aspx) webpage.

https://www.dhs.pa.gov/Services/Disabilities-Aging/Pages/Long-Term-Care-Services.aspx

## [PA Link to Aging and Disability Resources](http://www.aging.pa.gov/local-resources/pa-link/Pages/default.aspx)

http://www.aging.pa.gov/local-resources/pa-link/Pages/default.aspx

Toll free: 1-800-753-8827

## [Provider Enrollment Information](https://www.dhs.pa.gov/providers/Providers/Pages/PROMISe-Enrollment.aspx)

https://www.dhs.pa.gov/providers/Providers/Pages/PROMISe-Enrollment.aspx

## [Waiver Descriptions](https://www.dhs.pa.gov/Services/Disabilities-Aging/Pages/Alternatives-to-Nursing-Homes.aspx)

https://www.dhs.pa.gov/Services/Disabilities-Aging/Pages/Alternatives-to-Nursing-Homes.aspx

# Module 2: Provider Responsibilities

## [DHS Training for Providers](https://www.dhs.pa.gov/providers/Pages/Trainings.aspx)

https://www.dhs.pa.gov/providers/Pages/Trainings.aspx

## [Incident Management and Protective Services Online Training](https://deringconsulting.com/OLTL-Provider/)

https://deringconsulting.com/OLTL-Provider/

## [Electronic Visit Verification](https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx)

https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx

## [MA Bulletin 99-11-05](https://www.dhs.pa.gov/docs/Publications/Documents/FORMS%20AND%20PUBS%20OMAP/d_005732.pdf)

Provider Screening of Employees and Contractors for Exclusion from Participation in Federal Health Care Programs and the Effect of Exclusion on Participation

https://www.dhs.pa.gov/docs/Publications/Documents/FORMS%20AND%20PUBS%20OMAP/d\_005732.pdf

## [Pa Code](https://www.pacodeandbulletin.gov/)

https://www.pacodeandbulletin.gov/

## [55 Pa Code § 52.20](http://www.pacodeandbulletin.gov/Display/pacode?file=/secure/pacode/data/055/chapter52/chap52toc.html&d=" \l "52.20.)

http://www.pacodeandbulletin.gov/Display/pacode?file=/secure/pacode/data/055/chapter52/chap52toc.html&d=#52.20

## [55 Pa Code § 52.25](http://www.pacodeandbulletin.gov/Display/pacode?file=/secure/pacode/data/055/chapter52/chap52toc.html&d=" \l "52.25.)

http://www.pacodeandbulletin.gov/Display/pacode?file=/secure/pacode/data/055/chapter52/chap52toc.html&d=#52.25.

## [PROMISe Provider Education and Training](https://www.dhs.pa.gov/providers/Providers/Pages/PROMISe-Provider-Education-Training.aspx)

https://www.dhs.pa.gov/providers/Providers/Pages/PROMISe-Provider-Education-Training.aspx

## [American Translators Association](https://www.atanet.org/)

https://www.atanet.org/

## [Registry of Interpreters for the Deaf](https://www.rid.org/)

https://www.rid.org/

## [PA Relay Services](http://www.puc.pa.gov/consumer_info/telecommunications/pa_relay_services_.aspx)

http://www.puc.pa.gov/consumer\_info/telecommunications/pa\_relay\_services\_.aspx

# [DHS ListServs](https://www.dhs.pa.gov/about/Pages/Listservs.aspx)

https://www.dhs.pa.gov/about/Pages/Listservs.aspx

To navigate from the DHS Homepage:

Graphical user interface, text, application, email

Description automatically generated

**3**

**1**

**2**

# [Bulletin Search](https://www.dhs.pa.gov/docs/Publications/Pages/default.aspx)

https://www.dhs.pa.gov/docs/Publications/Pages/default.aspx

To navigate from the DHS Homepage:

**1**

Graphical user interface, text, application, Word

Description automatically generated

**3**

**2**

In addition, the [Bulletin Search](https://www.dhs.pa.gov/docs/For-Providers/Pages/Bulletin-Search.aspx) can be accessed directly at:

https://www.dhs.pa.gov/docs/For-Providers/Pages/Bulletin-Search.aspx

Graphical user interface, application

Description automatically generated

To make your bulletin search easier, follow these steps:

* In the first drop-down, **choose the office(s)** for which you want to find bulletins. A good choice for OLTL providers is the Office of Long-Term Living and Office of Medical Assistance Programs.

A screenshot of a computer

Description automatically generated

* **Select Filter**, which will bring up all bulletins for the office(s) chosen.

A screenshot of a computer

Description automatically generated

* Under Number of Items, **choose “All” to bring up all bulletins** for the office(s) chosen.

A screenshot of a computer

Description automatically generated

* Use the **find function (ctrl + F) to search for the term** you’re looking for:

A screenshot of a computer

Description automatically generated

# [Publications Search](https://www.dhs.pa.gov/docs/Publications/Pages/default.aspx)

https://www.dhs.pa.gov/docs/Publications/Pages/default.aspx

To navigate from the DHS Homepage:

Graphical user interface, application, Word

Description automatically generated

**1**

**2**

# [DHS Form Search](https://www.dhs.pa.gov/docs/Publications/Pages/Form-Search.aspx)

https://www.dhs.pa.gov/docs/Publications/Pages/Form-Search.aspx

To navigate from the DHS Homepage:

Graphical user interface, application, Word

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**1**

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