

## **Provider Inquiry Sheet Completion Guide**

### **I. Complete The Spreadsheet**

#### **On the top of each spreadsheet:**

- **Provider Inquiry Sheet:** Select the appropriate DCF Customer Call Center Region from the drop down menu located in the bottom right hand corner of the field.
- **Provider Number:** In the space at the top of the spreadsheet, enter the 9 digit medical provider identification number of the organization submitting the inquiry.
- **Provider Name:** In the space at the top of the spreadsheet, enter the name of the hospital, billing agency, health plan, or other medical provider submitting the request for information.

#### **On the individual columns on the spreadsheet**

- **Client Name:** Enter the name of the person for whom information is needed.
- **SSN / PIN / DOB:** For all known information, enter the recipient's 10 digit FLORIDA case number, social security number, Medicaid identification number, and date of birth.
- **Main Inquiry Reason:** Select the appropriate reason which best describes the main reason for inquiry from the drop down menu located in the right hand corner of the column fields.
- **Provider Question (Include Date of Service):** Enter brief comments to describe what information is needed. Also enter the exact date(s) of medical service for which there is a need for Medicaid coverage.
- **DCF Comments:** This column will be used by DCF ACCESS call center staff to respond to each inquiry on the spreadsheet.

## **II. Protect The Spreadsheet**

When done, and for HIPAA requirements, password-protect the entire completed spreadsheet:

- Click the TOOLS menu.
- Select OPTIONS.
- Click the SECURITY tab.
- In the PASSWORD TO OPEN field, type in the generic password which will be utilized on all of your spreadsheet submissions.
- Click OK.
- Save the document.

**NOTE:** A generic password for the provider should be created, and will need to be shared by separate email with ACCESS call center staff in order for them to open and process each submitted spreadsheet.

## **III. Submit The Spreadsheet**

Route an email to the appropriate ACCESS Customer Call center:

- Click the call center email address, located in at the top of the spreadsheet.
- On the pre-addressed email, attach the saved and password protected spreadsheet.
- Send the email.

Staff at the ACCESS Customer Call Center will review the spreadsheet, respond to the inquiries, and return it via email, utilizing the same password protection.