



System Bulletin for the Provider Electronic Data Interchange (PEDI)



HELP DESK SERVICE ADVISORY – CORONAVIRUS (COVID-19)

Description: The situation with the coronavirus (COVID-19) continues to develop and we know it is having a significant impact on our customers and community. We are monitoring COVID-19 closely and want to let you know about the actions we have taken to reduce risks to our employees, the public and our essential service operations based on recommendations from the Centers for Disease Control and Prevention and local public health officials.

Effective Wednesday, 3/18/2020, starting at 6:00 AM, all calls to the CMS Help Desk will go to an automated message and will require you to leave a voicemail message. Voice mails will be monitored every hour and routed to help desk support specialists to assist you in the best manner possible.

You will hear the following message:

“In accordance with the Governor’s directives regarding the coronavirus, the CMS Service Desk is working remotely. The most expeditious way to serve you is for you to email CMSHelp@dhcs.ca.gov. Please do not leave a voice mail and an email, as it will cause duplicative work for the support team, which may ultimately affect response timeliness. We apologize for this inconvenience, but please be assured we will respond to each message in the order received. Speak slowly and clearly after the tone and leave your name, organization name, email address, a direct phone number and the reason for your call. Thank you.”

Customer Action: Please include the following information in your voice or email messages:

1. Name (first & last);
2. Organization Name (County, Company or Division)
3. Email Address
4. Direct Phone number where you can be reached;
5. Reason for your call (i.e., Password reset, Eligibility Correction, Unable to connect to System); and
6. Any other important information. **Do not include PHI**, you may include client number for ID purposes.

Start Time: Wednesday 3/18/2020 at 6:00AM

End Time: Undetermined

Contact:
CMS Help Desk
(916) 617-5401
(866) 685-8449
cmshelp@dhcs.ca.gov