

Provider enrollment phone line closed Tuesdays, Wednesdays and Thursdays beginning the week of March 17

Beginning the week of March 17, 2025, the provider enrollment phone line (1-800-822-2761) will be closed Tuesdays, Wednesdays, and Thursdays. It will remain open Mondays and Fridays from 8 a.m. to 4 p.m. except for holiday closures.

Why we're making this temporary change

We're doing this so we can focus resources on processing provider enrollment and change requests. We're behind in processing these requests, and the temporary phone line closures will allow us to dedicate more staff to complete this work.

What we recommend

Due to the current backlog of requests, we recommend that you don't call for a status on enrollment or change requests submitted less than 30 days before.

In addition, if you call our provider enrollment phone line and the wait is expected to be 30 minutes or more, you'll hear a message asking you to call back at another time. We're implementing this to help you avoid long wait times.

We apologize for the inconvenience and appreciate your patience as we work to get back to normal service levels. We plan to resume regular service hours the week of June 9, 2025.

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