



January 2009

## First Steps Provider Quick Reference

Contact Name	How To Contact
<b>Indiana First Steps Website</b> <ul style="list-style-type: none"><li>• Obtain Provider Enrollment and Update Forms</li><li>• Access the Provider Billing Manual</li><li>• Access the Central Directory</li><li>• Search the Matrix</li><li>• Update Matrix Non-Demographic Information</li><li>• Obtain Cluster/SPOE Locations and contact Information</li><li>• Access provider Publications</li><li>• Find a Provider Field Consultant</li></ul>	<a href="https://www.infirststeps.com">https://www.infirststeps.com</a>
<b>CSC Provider Enrollment</b> <ul style="list-style-type: none"><li>• Submit Enrollment and Update Forms</li><li>• Submit Provider Credentialing Information</li><li>• Update Provider Profile Information</li></ul>	Central Reimbursement Office Provider Enrollment CSC P.O. Box 29160 Shawnee Mission, KS 29160-9160
<b>CSC Help Desk</b> <ul style="list-style-type: none"><li>• Obtain Technical Assistance for Provider Account Module (PAM)</li><li>• Obtain Technical Assistance with the Service Matrix Website</li><li>• Obtain Technical Assistance Related to Transfer of Data (from SPOE to CSC)</li></ul>	866-339-9595 option #3
<b>CSC Customer Assistance</b> <ul style="list-style-type: none"><li>• Obtain Answers to Billing Questions</li><li>• Obtain Answers to Questions about Cost Participation Payments</li></ul>	866-339-9595 option #1
<b>CSC Written Correspondence</b> <ul style="list-style-type: none"><li>• Submit Written Inquiries</li></ul>	Central Reimbursement Office CSC P.O. Box 29160 Shawnee Mission, KS 29160-9160
<b>Family Cost Participation Payments</b>	Central Reimbursement Office CSC P.O. Box 29160 Shawnee Mission, KS 29160-9160
<b>FSSA First Steps Web Site</b> <ul style="list-style-type: none"><li>• Obtain Policy Information</li><li>• Obtain Program Information</li><li>• Obtain Training Information</li><li>• Obtain Cluster SPOE and LPCC Contact Information</li></ul>	<a href="http://www.in.gov/fssa/ddrs/2633.htm">http://www.in.gov/fssa/ddrs/2633.htm</a>