

Questions?

Who to Contact at MSB™

Program Specialist:

800-618-3111

- Training Requests:
 - Acuity™ 504
 - Adori™
 - Lumea™
 - Transaction Logs
 - Medicaid Regulations training for:
 - Administrators
 - Service Providers
 - Team Leaders
- Medicaid Regulation Inquiries:
 - Provider Qualifications
 - Billable Services
 - Parental Consent
 - Any other Medicaid policy related questions
- Customizations to Your Account
- Projections
- Any Other Questions or Requests

Claims Analyst:

800-618-3111

- Billing Information – Claims Submitted and Reimbursed
- Specific Billing Questions
- Questions Relating to Reports sent by Claims Analyst
- Rates
- Changes in Personnel/Student Information
- Changes to Billing/Sessions

Management:

800-618-3111

- Contract- Kim Tortoriello, ext. 119
- Audits- Dan Courter, ext. 114

Customer Care:

800-810-4220

support@msb-services.com

- Technical Account Issues
- Account functionality questions

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