AUDIENCE: All Interested Parties

PURPOSE: The purpose of this Office of Developmental Programs (ODP) communication is to inform all interested parties that the hours of operation for the ODP Claims Resolution inquiry lines have returned to regular business hours.

DISCUSSION:

Effective immediately, the ODP Claims Resolution inquiry lines have returned to regular business hours. Please see below:

Phone: 1-866-386-8880
Days of Operation: Monday, Tuesday, Wednesday and Thursday
Hours of Operation: 8:30 am – 12:00 pm and 1:00 pm – 3:30 pm

The ODP Claims Resolution inquiry phone lines do not support voicemail when they are closed. However, individuals with claim related inquiries may send an e-mail to the ODP Claims Resolution Section using the following e-mail address: ra-odpclaimsres@pa.gov. Please ensure your e-mail message contains sufficient details regarding the claim/billing issue. If you are experiencing an issue with a particular claim, please include the Internal Control Number (ICN) and contact information in the message.