



**To: All OLTL ListSers**  
**Subject: OLTL Interim Contact Information**

To mitigate the spread of COVID-19 in Pennsylvania, Commonwealth employees who work in Dauphin County and the Capitol Complex were instructed to allow workers to telework beginning Monday, March 16, 2020 for a period of 14 days.

During this time OLTL will have limited resources available and we encourage callers to send their inquiries to the following emails for additional assistance.

1. Provider Billing 1-800-932-0939 (Option2): [RA-ProviderOperation@pa.gov](mailto:RA-ProviderOperation@pa.gov)
2. Provider Enrollment 1-800-932-0939 (Option 1): [RA-HCBSEnprov@pa.gov](mailto:RA-HCBSEnprov@pa.gov)
3. Participant Hotline 1-800-757-5042: [RA-PWBPOHELPLINE@pa.gov](mailto:RA-PWBPOHELPLINE@pa.gov)
4. Nursing Home Transition 1-800-932-0939 (Option 3): [RA-NHT@pa.gov](mailto:RA-NHT@pa.gov)

OLTL thanks you for your patience and cooperation as we work through these challenges together.