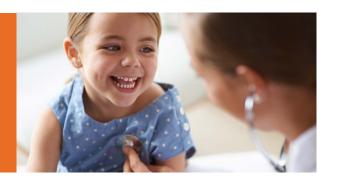
Quick Reference Guide for Providers



General Member and Provider Service Line:

(855) 624-6463

Provider Resources

- ► Visit Availity (www.availity.com) for online authorizations, claims lookup, eligibility & benefits, and more.
- ➤ Visit Community Health Options (www.healthoptions.org/providers/ overview) to access various tools/ resources and to sign up for your policy update quarterly bulletin.

Claims Submissions

ELECTRONIC:

Availity, via your clearinghouse Payer ID: 45341

> PAPER:

P.O. Box 1121 Mail Stop 200 Lewiston, ME 04243

ERA/EFT:

Instamed www.instamed.com/eraeft Phone: 866-945-7990

► APPEALS/RECONSIDERATIONS: appeals@healthoptions.org

Provider Support Information

- PROVIDER RELATIONS: provider@healthoptions.org
- ► CONTRACTING DEPARTMENT:

(207) 402-3885

Medical Providers:

contracting@healthoptions.org

Behavioral Health Providers:

bhnetwork@healthoptions.org

DATA INTEGRITY: For In-network Practitioner/ Practice Location Adds, Changes, Terms Email: dataintegrity@healtoptions.org

Fax: (207) 520-6742

- ▶ CREDENTIALING: (Status Inquiries/Questions) credentialing@healthoptions.org
- ► FIRST HEALTH NETWORK: (800) 226-5116
- MEDICAL MANAGEMENT

Fax: (877) 314-5693

PHARMACY:

Express Scripts: (800) 417-8164

Accredo: Specialty Medication (877) 222-7336 **Formulary:** www.healthoptions.org/formulary

