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: Clearinghouse or Change Healthcare 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@healthoptions.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

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