

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@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