

# Quick Reference Guide for Carriers, TPAs and Self-Administered Clients



These resources are for our payor partners only and **should not be shared with providers as they have their own resources**. Average turnaround times are included where applicable. If the request is urgent in nature and requires an immediate response, please include a due date in your request.

Department / Issue	Examples	Contact Information
<b>Customer Service</b> (Open 8am-5pm Weekdays)	Participating Provider Status, Provider Demographics, Claim Repricing Status and Questions (including requests for Repricing Sheets), Eligibility Questions	800-624-2356
<b>New Claims</b>	First-Time Claim Submissions (including misdirected provider claim submissions). Average turnaround time is 7 business days.	P.O. Box 419104 St. Louis, MO 63141 CSC-HL@HealthLink.com Fax: 314-925-6662
<b>Claim Issues – Customer Claims Research Unit (CCRU)</b>	Claim reviews and corrected Claim submissions (e.g. rate review, corrected eligibility, or provider par status). NOTE: First time claims submission with dates of service less than 60 days old send to CSC-HL@healthlink.com. Average turnaround time is 7 business days.	CCRU@HealthLink.com  Fax: 314-925-6632
<b>EDI Issues</b>	Electronic Data Interchange (EDI) Inquiries Only (e.g. 837 claim transactions). Average turnaround time is 2 business days.	EDI-Ops@HealthLink.com  877-284-0101 x6123
<b>Eligibility Issues</b>	Eligibility (Individual Member) Submissions, Corrections or Inquires. Average turnaround time is 2 business days. <i>(Note: If a claim adjustment is needed, please include the claim)</i>	PPOElig@HealthLink.com  PPO Fax: 314-925-6625
	Electronic Eligibility (Payor) File Submissions. Average turnaround time is 2 business days.	Eligibility@HealthLink.com
<b>New Group Notifications</b>	New Group Notification Form	Sales-AcctMgmt@HealthLink.com
<b>Term Notifications</b>	Group Termination Notification	Sales & Retention Executive assigned and/or Sales-AcctMgmt@HealthLink.com
<b>Marketing Proposal Unit</b>	HealthLink Network Information Requests (e.g. Requests for Proposals, GeoAccess Reports, Disruption Analysis). RFPs average turnaround time 7-10 business days; GeoAccess/ Disruption Analysis average turnaround time is 3-5 business days.	RFI@HealthLink.com
<b>Medical Management</b>	Utilization & Case Management Services	877-284-0102 Fax: 800-510-2162 HealthLinkMedmgmtRequests@HealthLink.com
<b>Password Resets</b>	Requests for Query Access Password Resets	Sales-AcctMgmt@HealthLink.com

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