

X. Enrollee & Provider Service Functions

The Enrollee and Provider Service Department is designed to be the front door for Providers in the *ValueOptions* NorthSTAR Program. The Enrollee and Provider Service Lines are open from 8:00AM to 5:00PM CST Monday through Friday and can be reached toll-free at **1-888-800-6799 (1-888-800-6792 for TDD)**. This department assists providers, consumers, and other stakeholders with questions or concerns in any of the following areas. Please see the referenced sections for specific procedures related to each area.

- Access to Services (Sections III and IV)
- Enrollment Information (Section III)
- Claims Inquiries, including EDI/837 HIPPA Compliant Claims submission Manual and the eProvider Submissions Manual (Section XI)

Provider inquiries related to claim adjudication decisions are researched and resolved by Enrollee and Provider Service representatives. Unresolved claims issues or disputes can be addressed through the complaint, appeal, and grievance procedures described in Section VI.

- Complaints, Grievances, and Appeals (Section VI)
- Covered Services (Section II)
- Consumer Benefits (Section II)
- Required Forms (Section XIII)

The Enrollee and Provider Service Department works in conjunction with other *ValueOptions* departments to resolve provider inquiries. It is the policy of *ValueOptions* to continuously update and inform providers, consumers, and other stakeholders of the status of their inquiries.