



## VALUEOPTIONS CONTACT INFORMATION

Web site:	<a href="http://www.valueoptions.com">www.valueoptions.com</a> (select “for providers”)
Claims - General Information:	If you have questions about claims in general, call (800) 888-3944.
Claims Submission/ Address:	Reference the address on the member’s identification card, as the address may vary based on payment location.
Member Benefits, Eligibility, and Authorizations:	If you have a question about authorization or benefits, call the (800) number on the back of the member’s identification card.
Member Customer Service	To reach Member Customer Service, call the (800) number on the back of the member’s identification card.
EDI Payer ID:	<p>If you have a technical question about EDI (Electronic Data Interchange), our Electronic Claims software, please contact the EDI Help Desk at (888) 247-9311 from 8 am – 6 pm Eastern Standard Time. Please use the following options:</p> <ul style="list-style-type: none"> <li>• Option 1 to request software</li> <li>• Option 2 to leave a voice mail</li> <li>• Option 3 to speak to an EDI Helpdesk Analyst</li> </ul> <p><b>Fax:</b> (866) 698-6032</p> <p><b>E-mail:</b><a href="mailto:e-supportservices@valueoptions.com">e-supportservices@valueoptions.com</a></p> <p><b>Mailing Address:</b>            ValueOptions            Attn: EDI Helpdesk            PO Box 1287            Latham , NY 12110</p>
Credentialing Status:	To obtain information pertaining to your network status, contact our National Provider Line at (800) 397-1630 from 8 am - 5 pm Eastern Standard Time.

Fraud and Abuse	<p>Reports of fraud and abuse, or suspicions thereof, can be made in writing to:</p> <p><b>Mailing Address:</b>  ValueOptions  Corporate Headquarters  ATTN: Special Investigations Unit  240 Corporate Boulevard  Norfolk, VA 23502</p>
Clinical Appeals	To request a clinical appeal on a member's behalf, call the (800) number included in the adverse determination letter you received.
Administrative Appeal	To request an administrative appeal, call the (800) number included in the administrative denial letter you received.
Complaints/Grievances:	To file a complaint/grievance, call the (800) number on the back of the member's identification card to speak to Customer Service.
Adverse Incident	Report all adverse incidents to the Clinical Care Manager with whom you conduct reviews.
Duty to Warn	Report all potential situations to the Clinical Care Manager with whom you conduct reviews.
Provider Coverage During Absences	Contact the Clinical Care Manager with whom you conduct reviews during absences (i.e. coverage while on vacation).
Changing your Provider Profile (e.g. Name, address)	<p>"Change of Address" forms can be found at <a href="http://www.valueoptions.com">www.valueoptions.com</a> and may be submitted by using one of the following options:</p> <p><b>Fax :</b> 757/412-6425 or 757/412-6592</p> <p><b>Mail Address:</b>  ValueOptions  c/o Practitioner Maintenance  P.O. Box 4080  Virginia Beach, VA 23454</p> <p><i><u>NOTE:</u> A change of address requires an accompanying W-9 form which is also located at <a href="http://www.valueoptions.com">www.valueoptions.com</a>.</i></p>

All Other Questions:

Please locate your state and contact your regional Provider Relations office listed below:

[westcoast@valueoptions.com](mailto:westcoast@valueoptions.com)

(AK, AZ, CA, CO, HI, ID, MT, NM (*Commercial Only*),  
NV, OR, UT, WA, WY)

[centralregion@valueoptions.com](mailto:centralregion@valueoptions.com)

(AR, AL, KS, KY, LA, MO, MS, NE, OK, TN, TX)

[greatlakesregion@valueoptions.com](mailto:greatlakesregion@valueoptions.com)

(IA, IL, IN, MI, MN, ND, OH, SD, WI)

[atlanticstatesregion@valueoptions.com](mailto:atlanticstatesregion@valueoptions.com)

(DC, DE, FL, GA, MD, NC, NJ, SC, VA, WV)

[northeastregion@valueoptions.com](mailto:northeastregion@valueoptions.com)

(MA, ME, NH, NY, PA, RI, VT)

[newyorkregion@valueoptions.com](mailto:newyorkregion@valueoptions.com)

(New York City, Long Island)

[newmexicomedicaid@valueoptions.com](mailto:newmexicomedicaid@valueoptions.com)

(Medicaid Only! All others please click on  
[westcoast@valueoptions.com](mailto:westcoast@valueoptions.com))

[empireproviderrelations@valueoptions.com](mailto:empireproviderrelations@valueoptions.com)

(New York State Empire Plan)

[troyregion@valueoptions.com](mailto:troyregion@valueoptions.com)

(Central NY, Western NY, Hudson River area)

[ctproviderrelations@valueoptions.com](mailto:ctproviderrelations@valueoptions.com)

(CT)

ValueOptions Corporate Network Operations Center

1701 Will-O-Wisp Drive  
Virginia Beach , VA 23454  
(800) 397-1630