

## New Streamlined Clinical Document Submission Fax Number and Address Information

ValueOptions has established a **single fax number and mailing address** that you can use to submit clinical authorization requests.

For *inpatient or higher level of care requests for service*, please submit your documents to:

**Fax Number**

866-497-9262

For *outpatient requests for service*, please submit your documents to:

**Fax Number**

866-702-9028

or

**Mail Address**

ValueOptions  
P.O Box 1347  
Latham, New York 12110

These centralized fax numbers and mailing address pertains to treatment request forms for most of ValueOptions' commercial business. ***Please note that there are some exceptions to this new process and a listing of those exceptions can be found in the table below. The treatment request processes for all service centers listed will continue as they are today based on the information below.***

***For a detailed list of the clients that are exempted from this process and their appropriate address and fax numbers, please log onto ProviderConnect and click on the Streamlined Clinical Document Submission Fax and Address Information link under NEWS & ALERTS.***

	Address	Fax Number - Outpatient	Fax Number - Inpatient
Great Lakes Service Center, Southfield, MI	48561 Alpha Dr. Suite 150 Wixom, MI 48393-3442	Health Plan: 248.697.0908	Health Plan: <i>ITR requests are by telephone only. Please call the 800 number on the back of the member's identification card.</i>
		ESD 248.697.0908	ESD 248.697.0916

## PUTTING PEOPLE FIRST

	Address	Provider Services Line Phone Number
<b>Note:</b> <i>Outpatient requests are by mail only.</i>		
Empire Service Center, Troy NY	ValueOptions 433 River Street, Suite 200 Troy, NY 12180	1.800.446.3995

	Address	Fax Number -Outpatient
<b>Note:</b> <i>ITR requests are by telephone only. Please call the 800 number on the back of the member's identification card.</i>		
New York City Service Center, NY	P.O. Box 1884 New York, NY 10116-1884	1.212.560.7778

	Address	Fax Number - Outpatient	Fax Number - Inpatient
Northeast Service Center, Troy, NY	433 River Street Suite 1000 or 5000 Troy, NY 12180	1.518.266.3215	518.270.4721