



# NEWS FOR ALL PROVIDER TYPES

Posted on 06-04-2020

*ATTN: HEALTH OPTIONS PROVIDERS*

## **FAX NUMBER AND ADDRESS CHANGES FOR APPEAL AND GRIEVANCE SUBMISSIONS**

### **New Fax Numbers and Address Effective July 5, 2020**

Effective July 5, 2020, there will be changes to the fax numbers and address for Member Appeal & Grievance and Provider Clinical Appeal submissions to Highmark Delaware Health Options. The changes are as follows:

	CURRENT FAX/ADDRESS	NEW FAX/ADDRESS Effective July 5, 2020
Member Appeals & Grievances Fax Number	1-412-255-4503	1-833-841-8074
Provider Clinical Appeals Fax Number	1-855-501-3904	1-833-841-8075
Mailing Address	P.O. Box 22278 Pittsburgh, PA 15222	P.O. Box 106004 Pittsburgh, PA 15230

The phone numbers to speak with a representative will not change. Please continue to use the following phone numbers to reach an agent with questions or to initiate a request:

- Member Services (Non-LTSS): **1-844-325-6251**
- Member Services (LTSS): **1-855-401-8251**
- Provider Services: **1-844-325-6251**
- Member Advocates: **1-855-430-9852**

There will be no changes to the processing times or exchange of information. If you have any questions or concerns about these changes, please reach out to Provider Services or your Provider Network Contact.