



Administrative Manual

Contact Us

Chapter 4

HealthLink®



1831 Chestnut Street • St. Louis, MO 63103-2225
www.healthlink.com • 1-877-284-0101

Contact Us

Phone Numbers and Hours of Operation

Department	Phone Number	Hours of Operation
Customer Service	800-624-2356	8 a.m. to 5 p.m. business days CST
Claims Interactive Voice Response (IVR)	877-660-2472	5 a.m. to 12 a.m. 7 days a week CST
Utilization Management	877-284-0102 phone 800-510-2162 fax	8 a.m. to 5 p.m. business days CST
Utilization Management Interactive Voice Response (IVR)	877-284-0102, option 8	5 a.m. to 12 a.m. 7 days a week CST

HealthLink Addresses

HealthLink	Grievance & Appeals
1831 Chestnut Street St. Louis, MO 63103	P.O. Box 411424 St. Louis, MO 63141
Claims	
PPO/Open Access P.O. Box 419104 St. Louis, MO 63141	State of Illinois Open Access P.O. Box 411580 St. Louis, MO 63141
Electronic Payor ID: 90001	Electronic Payor ID: 96475