



# Administrative Manual

## Contact Us

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### Chapter 4

HealthLink®



1831 Chestnut Street • St. Louis, MO 63103-2225  
[www.healthlink.com](http://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 5:00 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
Provider Services & Contracting		
Arkansas	877-284-0101 ext 7074	8 a.m. to 5 p.m. business days CST
Illinois ( <b>excluding</b> Madison, Monroe & St. Clair Counties)	877-284-0101 ext 7074	8 a.m. to 5 p.m. business days CST
Illinois – Madison, Monroe & St. Clair Counties	866-561-7780	8 a.m. to 5 p.m. business days CST
Indiana	877-284-0101 ext 7074	8 a.m. to 5 p.m. business days CST
Kentucky	877-284-0101 ext 7074	8 a.m. to 5 p.m. business days CST
Missouri	866-561-7780	8 a.m. to 5 p.m. business days CST
Ohio	877-284-0101 ext 7074	8 a.m. to 5 p.m. business days CST

\*UniCare Life & Health Insurance Company (UniCare) and HealthLink, Inc. (HealthLink) are both separately incorporated and capitalized subsidiaries of WellPoint, Inc. Certain N. Illinois providers are contracted directly with UniCare. Through “affiliate” terms outlined in the UniCare contract, providers are considered HealthLink participating providers allowing health care access to HealthLink members.

## HealthLink Addresses

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