



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	7 a.m. to 5:30 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	877-240-0573	8 a.m. to 5 p.m. business days CST
Illinois (excluding 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	314-923-4987	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
Maryland**	800-871-7888	8:30 a.m. to 5 p.m. business days EST
Missouri	314-923-4987	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
Texas*	877-284-0101 ext 7074	8 a.m. to 5 p.m. business days CST
Virginia**	800-871-7888	8:30 a.m. to 5 p.m. business days EST
Washington D.C.**	800-871-7888	8:30 a.m. to 5 p.m. business days EST

*UniCare Life & Health Insurance Company (UniCare) and HealthLink, Inc. (HealthLink) are both separately incorporated and capitalized subsidiaries of WellPoint, Inc. Certain N. Illinois and Texas 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.

**National Capitol Preferred Provider Organization, Inc. (NCPPO) and HealthLink are affiliates of WellPoint, Inc. NCPPO providers are currently recontracting to HealthLink contracts in the Mid-Atlantic States of Maryland, Virginia, and Washington, D.C.

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