

## Reminder to File Claims Directly to HealthLink

As a reminder for optimal claims processing, HealthLink requires health care providers to submit claims directly to HealthLink. Submitting claims to HealthLink results in cost efficiencies and faster claim processing.

Providers submitting claims directly to the payor may result in claim processing delays and incorrect payments. To avoid payment delays, please verify the correct Electronic Payor ID number or claims address located on the member ID card.

### **Sample ID card**

*(Please note ID cards may vary, however HealthLink Member ID cards will note the HealthLink claim address)*

<p><b>Utilization Review Program</b></p> <p>HealthLink must be notified prior to any outpatient surgery, diagnostic and ancillary services and also prior to any elective hospital admission. Emergency admissions must be certified on the next business day. Please have admitting physician or member call HealthLink, Inc. at 1-877-284-0102 (Toll Free Number).</p> <p>Caution: Failure to obtain preadmission/admission certification may result in a reduction of benefits.</p>	
<p>To verify eligibility, benefits or claims status, contact: (Name of Payor) at (Phone Number of Payor). For network access verification contact HealthLink directly (1-800-624-2356).</p>	<p>Provider Information: <a href="http://www.healthlink.com">www.healthlink.com</a></p>
<p><b>MAIL CLAIMS TO:</b> HealthLink, Inc. P.O. Box 419104 St. Louis, MO 63141-9104</p>	<p><b>Send Electronic Claims To:</b> EDI Vendor #90001 EDI Clearinghouse -</p>

Claim Mailing Address

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Electronic Claims Submission

For more information on HealthLink Claims Filing Guidelines please refer to the HealthLink Administrative Manual posted at [http://www.healthlink.com/manual\\_provider.asp](http://www.healthlink.com/manual_provider.asp). If you have any questions regarding these guidelines, please contact your Network Consultant.