



EFFECTIVE IMMEDIATELY New Mailing Addresses for Claims and Correspondence

As communicated in February, as part of Beacon’s strategy for continuous improvement and to create a more streamlined claims intake process, we are transitioning our paper mail intake to a centralized capability that will involve some new post office boxes for claims and correspondence. The new capability will help enhance our service quality and turnaround-time.

Effective immediately, Beacon is transitioning to new mailing addresses. Please see the reference table below for your account. While we encourage all of our providers and members to submit correspondence via electronic means whenever possible, we recognize that some paper submission is necessary at times.

A forwarding order is in place through the U.S. Postal Service to forward all mail sent to the old address to the new P.O. Boxes until January 2019, unless the envelope contains language that states not to forward. Beacon is working to notify all providers about directing claims and correspondence to the new addresses.

To ensure as minimal disruption as possible, please review this information and update your records, member correspondence and communications, web site information, Summary Plan Description, forms and publications accordingly. Again, mail forwarding will expire on January 31, 2019, so we greatly appreciate your prompt attention to this matter.

Old Address: 5665 Plaza Dr. Suite 400
Cypress, CA 90630

New Beacon Health Options P.O. Box	Function
Beacon Health Options P.O. Box 1864 Hicksville, NY 11802-1864	Appeals Grievances Provider Dispute Resolution (PDR) Autism Documentation (except for claims) Medical Records, Utilization Management Documents and Case Management (REACH) Prior Authorization Requests
Beacon Health Options P.O. Box 1862 Hicksville, NY 11802-1862	Everything Else

If you have any questions regarding this communication, please contact me.

Thank you for your attention to this important change.

Sincerely,

Laura Grossmann
AVP, Account Partnerships, West Region

