



Claims Process Improvement Program: Mailing Address Changes

HOW DOES THE MAILING ADDRESS CHANGE AFFECT ME?

Earlier this year, we released official communications concerning changes to post office box mailing addresses. While Beacon encourages providers to submit claims and correspondence via electronic means, we recognize that some providers still use paper submission.

Beacon has partnered with FIS Global, a US-based company, to help us leverage technology and industry-standard tools to shorten claims processing times and increase data quality. The intended outcome is to receive and enter all incoming paper claims via a single, standardized process, improving turnaround time and efficiency.

As part of the Mailroom Paper Intake project, some post office boxes were closed and new post office boxes were opened. Additionally, many of the closed post office boxes were consolidated to a single new address. Please see the listing of closed and opened post office boxes below.

A forwarding order is in place through the US Postal Service to forward all mail sent to the old post office boxes to the new ones, unless otherwise indicated on the envelope. Beacon has already communicated this change to clients and providers, and is currently working to update all company correspondence and phone scripts to reflect the new addresses.

Please review this information and update your records accordingly. If the old post office box you use is not found in this table, it means the address has not changed at this time.

QUESTIONS:

If you have any questions regarding this communication, you may email your [Regional Provider Relations Team](#) or contact our National Provider Services Line at 800-397-1630, between 8 a.m. and 8 p.m. ET, Monday through Friday.

Closed PO Boxes	New PO Boxes	Department or Client Name
Post Office Boxes originally housed in Latham, NY 12110		
PO Box 850	PO Box 1850 Hicksville, NY 11802-1850	Beacon Health Options, Inc. Attn: Department, Client, or Contact Name
PO Box 1950		
PO Box 1347		
PO Box 1830		
PO Box 1920		
PO Box 1860		
PO Box 803		
PO Box 399		
PO Box 870		
PO Box 1800		
PO Box 1408		
Post Office Box originally housed in Latham, NY 12110		
PO Box 1290	PO Box 1852 Hicksville, NY 11802-1852	ValueOptions of California Attn: Department, Client, or Contact Name
PO Box 129	PO Box 1851 Hicksville, NY 11802-1851	Beacon Health Options, Inc. Attn: Department, Client, or Contact Name
Post Office Boxes originally housed in Wixom, MI 48393		
PO Box 930829	PO Box 1854 Hicksville, NY 11802-1854	Beacon Health Options, Inc. Attn: Department, Client, or Contact Name
PO Box 930321		



Closed PO Boxes	New PO Boxes	Department or Client Name
Post Office Box originally housed in Miami, FL 33173		
10200 Sunset Dr.	PO Box 1870 Hicksville, NY 11802-1870	Beacon Health Options, Inc. Attn: Claims and Correspondence
	PO Box 1872 Hicksville, NY 11802-1872	Beacon Health Options, Inc. Attn: Appeals and Grievances
Post Office Box originally housed in Cypress, CA 90630		
5665 Plaza Dr. Suite 400	PO Box 1864 Hicksville, NY 11802-1864	Beacon Health Options, Inc. Attn: Department, Client, or Contact Name <ul style="list-style-type: none"> • Appeals • Grievances • Provider Dispute Resolution (PDR) • Autism Documentation (except for claims) • Medical Records, Utilization Management documents, and Case Management (REACH) • Prior Authorization Requests
	PO Box 1862 Hicksville, NY 11802-1862	Beacon Health Options, Inc. Attn: Department, Client, or Contact Name
Post Office Box originally housed in Woburn, MA 01801		
500 Unicorn Park	PO Box 1856 Hicksville, NY 11802-1856	Beacon Health Options, Inc. Attn: Department, Client, or Contact Name <ul style="list-style-type: none"> • Appeals • Grievances • Prior Authorizations Team (PAT) Charts • Outpatient Treatment Requests (OTRs)
	PO Box 1866 Hicksville, NY 11802-1866	Beacon Health Options, Inc. Attn: Department, Client, or Contact Name
NOTE: If the address you use is not listed here, the address has not changed.		