



## Clinical Document Submission Fax Number and Address Information

ValueOptions® has a **single fax number and mailing address** (see service center exceptions below) that you can use to submit clinical authorization requests.

For **inpatient or higher level of care requests for service**, please submit requests via ProviderConnect<sup>SM</sup> or by calling the toll-free number on the back of the member's identification card.

For **outpatient requests for service**, please submit your documents via facsimile or mail:

| Fax Number   | Mailing Address   |
|--------------|---|
| 866-702-9028 | ValueOptions®<br>P.O Box 1347<br>Latham, New York 12110 |

These centralized fax numbers and mailing address pertain to treatment request forms for most of the ValueOptions® commercial business. **Please note that there are some exceptions to this process and a listing of those exceptions can be found in the table below. The treatment request processes for all service centers listed will continue as they are today based on the information below.**

For a detailed list of the clients that are exempted from this process and their appropriate address and fax numbers, please log onto ProviderConnect<sup>SM</sup> and click on the Streamlined Clinical Document Submission Fax and Address Information link under NEWS & ALERTS.

| Service Center                       | Address  | Fax Number - Outpatient | Inpatient  |
|--------------------------------------|--|-------------------------|--|
| Great Lakes Service Center, Wixom MI | 48561 Alpha Drive<br>Suite 150<br>Wixom, MI 48393-3442 | 248.697.0908            | <i>*ITR requests can be submitted via ProviderConnect<sup>SM</sup> or by calling the toll-free number on the back of the member's identification card.</i> |
| New York City Service Center, NY     | P.O Box 1884<br>New York, NY 10116-1884                | 212.560.7778            | <i>*ITR requests can be submitted via ProviderConnect<sup>SM</sup> or by calling the toll-free number on the back of the member's identification card.</i> |