

Key Contact Information for Oxford Groups

Behavioral Health	<p>Behavioral health coordinators provide members with information, such as referrals to behavioral health providers or precertification for mental health or substance abuse services.</p>	<p>Phone: 1-800-201-6991 Hours: Monday to Friday (8AM – 5PM) Mailing Address: Oxford Behavioral Health 48 Monroe Turnpike Trumbull, CT 06611</p>
Infertility Treatment & Transplant Precertification – OptumHealth	<p>OptumHealth™ performs reviews of requests for precertification of procedures related to the treatment of infertility and transplantation-related services.</p>	<p>Phone: Infertility: 1-877-512-9340 Transplant: 1-800-889-7658 ext. 37051</p>
PT/OT and Chiropractic Therapy – OptumHealth	<p>OptumHealth manages Physical Therapy, Occupational Therapy and Chiropractic benefits for Oxford plans.</p>	<p>Phone: PT/OT: 1-877-369-7564 Chiropractic: 1-800-985-3293 Hours: Monday to Friday (8AM – 5PM)</p>
Radiation Therapy – CareCore National	<p>CareCore is the radiation therapy vendor for Oxford plans. To obtain precertification for a course of radiation therapy, providers must contact CareCore National.</p>	<p>Phone: 1-877-773-2884</p>
Laboratory Services	<p>To search for a LabCorp or other participating laboratory, or for assistance locating a LabCorp facility.</p>	<p>Phone: For assistance, employees can call 1-888-522-2677. Web: oxfordhealth.com > “search for a participating doctor, hospital or lab.”</p>
Pharmacy	<p>Benefits Manager Medical Pharmacy Claims</p>	<p>Phone: 1-800-905-0201 Hours: 24 hours a day, seven days a week except Thanksgiving and Christmas Mailing Address: Oxford Pharmacy Claims 48 Monroe Turnpike Trumbull, CT 06611-1341</p>
	<p>Mail Order Pharmacy Service*</p>	<p>Phone: 1-800-905-0201 Hours: 24 hours a day, seven days a week Mailing Address: Medco By Mail P.O. Box 747000 Cincinnati, OH 45274-7000</p>
	<p>Medco® Health (Doctors)*</p>	<p>Phone: 1-800-753-2851 Hours: 24 hours a day, seven days a week</p>
	<p>Medco Health (Members)*</p>	<p>Phone: 1-800-905-0201 Hours: 24 hours a day, seven days a week</p>
	<p>Medco Health (Pharmacists)*</p>	<p>Phone: 1-800-922-1557 Hours: 24 hours a day, seven days a week</p>
	<p>Medco Health Solutions Claim Submission*</p>	<p>Phone: 1-800-905-0201 Hours: 24 hours a day, seven days a week except Thanksgiving and Christmas Mailing Address: Medco Health Solutions, Inc. P.O. Box 14711 Lexington, KY 40512</p>

Claims	<p>Phone: 1-800-444-6222</p> <p>Hours: Monday to Friday (8AM – 5PM)</p> <p>Mailing Address: Oxford Claims Department P.O. Box 29130 Hot Springs, AR 71903</p>	
Group Services	<p>Phone: 1-888-201-4216</p> <p>Hours: Monday to Friday (8AM – 5PM)</p> <p>Email Address: groupservices@oxfordhealth.com</p> <p>Mailing Address: Oxford Group Enrollment P.O. Box 29142 Hot Springs, AR 71903</p>	
Member Appeals	<p>Fax: 1-203-459-5423</p> <p>Mailing Address: Oxford Member Appeals P.O. Box 29134 Hot Springs, AR 71903</p>	
Member Enrollment	<p>Phone: 1-800-444-6222</p> <p>Hours: Monday to Friday (8AM – 5PM)</p> <p>Mailing Address: Oxford: Enrollment Department P.O. Box 29142 Hot Springs, AR 71903</p>	
Member Services/Medical Management	<p>Phone: 1-800-444-6222</p> <p>Hours: Monday to Friday (8AM – 5PM)</p>	
Provider Services	<p>Phone: 1-800-666-1353</p> <p>Hours: Monday to Friday (8AM – 5PM)</p> <p>Mailing Address: Call for address</p>	
Idea Management SystemSM (IDEA)	<p>The IDEA renewal tool is available for groups with 2-50 enrolling employees. Benefits Administrators can create new business quotes, review their renewal, examine plan options prepared by their broker and finalize the renewal option of their choice.</p>	<p>Web: oxfordhealth.com > Employer > My Account</p> <p>An IDEA icon will appear 60 days prior to your renewal date.</p>
Oxford Express[®]	<p>Oxford Express Interactive Voice Response system (IVR) is an electronic tool that gives benefits administrators access to member and group information directly over the telephone.</p>	<p>Phone: 1-800-666-1353</p>
Oxford Fraud Line	<p>Please call our confidential fraud hotline if you suspect health care fraud on the part of members, companies or providers.</p>	<p>Phone: 1-800-915-1909</p>
Oxford On-Call[®]	<p>Registered nurses offer 24-hour health care guidance or direct you to the appropriate level of care.</p>	<p>Phone: 1-800-201-4911</p> <p>Hours: 24 hours a day, seven days a week</p>
Web Help Desk	<p>For assistance with oxfordhealth.com, please review our Help section to see if your question is answered. If the answer is not readily available, please call us.</p>	<p>Phone: 1-800-811-0881</p> <p>Hours: Monday to Friday (8AM – 5PM)</p> <p>Web: oxfordhealth.com > Help</p>

Billing Inquiries	Oxford Small Employer Groups (2-50 lives)	Phone: 1-800-366-4148 Mailing Address: Oxford Small Group Financial Operations 48 Monroe Turnpike Trumbull, CT 06611
	Oxford Large Employer Groups (51+ lives)	Mailing Address: Commercial: Oxford Large Group Financial Operations P.O. Box 26973 New York, NY 10087-6976 or Oxford Large Group Financial Operations P.O. Box 1697 Newark, NJ 07101-1697 Self-Funded: Oxford Large Group Financial Operations P.O. Box 26417 New York, NY 10087-6417
Direct Debit Authorizations	For payment of monthly premiums.	Phone: 1-800-366-4148 Web: oxfordhealth.com > Employer > Transactions
Oxford Payment Center Website	To remit monthly premiums.	Web: payexpress.com/billmail/EBPP/Sites/Oxford

If members have any questions, please have them call Customer Service at the telephone number on their health plan ID card or 1-800-444-6222. If a member is hearing impaired and requires assistance, please have him or her call our TTY/TDD line at 1-800-201-4875. For assistance in Chinese, members can call 1-800-303-6719; for assistance in Korean, members can call 1-888-201-4746. Please have members call the telephone number on their health plan ID card for assistance in English and other languages.

For additional information, please contact your broker or Oxford representative.



*Medco Health Solutions is the current pharmacy vendor. In 2013, we will transition all pharmacy benefit services for our commercial members currently handed by Medco to OptumRx. The transition for our Oxford members is scheduled for Oct. 1, 2013. New contact information for OptumRx will be provided at that time.

Oxford HMO products are underwritten by Oxford Health Plans (NY), Inc., Oxford Health Plans (NJ), Inc. and Oxford Health Plans (CT), Inc. Oxford insurance products are underwritten by Oxford Health Insurance, Inc. Administrative services provided by Oxford Health Plans LLC.