

# Key contact information for Oxford groups.

Department	Description	Contact Details
<b>Behavioral Health</b>	Behavioral health coordinators provide members with information, such as, referrals to behavioral health providers or precertification for mental health or substance abuse services.	1-800-201-6991 Monday–Friday (8 a.m.–5 p.m.)  Oxford Behavioral Health 4 Research Drive Shelton, CT 06484
<b>Infertility Treatment &amp; Transplant Precertification—OptumHealth</b>	OptumHealth™ performs reviews of requests for precertification of procedures related to the treatment of infertility and transplantation-related services.	Infertility: 1-877-512-9340 Transplant: 1-888-936-7246, select option 1
<b>PT/OT and Chiropractic Therapy—OptumHealth</b>	OptumHealth manages Physical Therapy, Occupational Therapy and Chiropractic benefits for Oxford plans.	PT/OT: 1-877-369-7564 Chiropractic: 1-800-985-3293 Monday–Friday (8 a.m.–5 p.m.)
<b>Injectable Chemotherapy, Outpatient Cardiology, Outpatient Radiation Therapy and Outpatient Radiology—eviCore healthcare</b>	Oxford has engaged eviCore healthcare to perform initial reviews of requests for precertification and medical necessity reviews. Oxford continues to be responsible for decisions to limit or deny coverage and for appeals.	1-877-773-2884
<b>Laboratory Services</b>	To search for a LabCorp or other participating laboratory, or for assistance locating a LabCorp facility.	For assistance, employees can call 1-888-522-2677. Visit <a href="http://oxfordhealth.com">oxfordhealth.com</a> and “Search for an Oxford doctor, hospital or lab.”
<b>Pharmacy</b>	For members.	Members can call the “For Members” phone number on their health plan ID card for both their medical and pharmacy questions. When calling with pharmacy questions, members should choose the option for “pharmacy.” Pharmacy assistance is available 24/7.
	For pharmacists.	1-855-816-6615 24/7  Please note that this number is for pharmacist use only. It is also listed on the back of a member’s ID card as “For Pharmacist.”
	For physicians to obtain prescription precertification.	1-800-711-4555 Monday–Friday (8 a.m.–6 p.m.)  Please note that this number is for physician use only.

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Department	Description	Contact Details
Pharmacy (continued)	Mail Service Pharmacy.	1-855-828-7716 <b>TTY/TDD:</b> 1-800-498-5428 24/7  OptumRx P.O. Box 2975 Mission, KS 66201
	For pharmacy claims.	OptumRx P.O. Box 29077 Hot Springs, AR 71903
Claims	For questions or help with medical claims.	1-800-444-6222 Monday–Friday (8 a.m.–6 p.m.)  Oxford Claims Department P.O. Box 29130 Hot Springs, AR 71903
Member Appeals	To initiate or follow an appeal or grievance.	<b>Fax:</b> 1-877-220-7537  Oxford Member Appeals P.O. Box 29134 Hot Springs, AR 71903
Member Enrollment	To update enrollment or for enrollment questions.	1-800-444-6222 Monday–Friday (8 a.m.–6 p.m.)  Oxford Enrollment Department P.O. Box 29142 Hot Springs, AR 71903
Member Services/ Medical Management	For general member inquiries.	1-800-444-6222 Monday–Friday (8 a.m.–5 p.m.)
Group Services	For general group inquiries.	1-888-201-4216 Monday–Friday (8 a.m.–5 p.m.)  <a href="mailto:groupservices@oxfordhealth.com">groupservices@oxfordhealth.com</a>  Oxford Group Enrollment P.O. Box 29142 Hot Springs, AR 71903
Provider Services	For general provider inquiries.	1-800-666-1353 Monday–Friday (8 a.m.–5 p.m.)  Call for mailing address.
Idea Management System <sup>sm</sup> (IDEA)	The IDEA renewal tool is available for groups with up to 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.	Visit <a href="http://oxfordhealth.com">oxfordhealth.com</a> and select “Employer,” then “My Account.”  An IDEA icon will appear 60 days prior to your renewal date.

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<b>Oxford Express®</b>	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.	1-800-666-1353
<b>Oxford Fraud Line</b>	Please call our confidential fraud hotline if you suspect health care fraud on the part of members, companies or providers.	1-800-915-1909
<b>Oxford On-Call®</b>	Registered nurses offer 24-hour health care guidance or direct you to the appropriate level of care.	1-800-201-4911 24/7
<b>Web Help Desk</b>	For assistance with <a href="http://oxfordhealth.com">oxfordhealth.com</a> , please review our Help section to see if your question is answered. If the answer is not readily available, please call us.	1-800-811-0881 Monday–Friday (8 a.m.–5 p.m.)  Visit <a href="http://oxfordhealth.com">oxfordhealth.com</a> and select “Help.”
<b>Billing Inquiries</b>	Oxford Small Employer Groups (NY: 1–100, NJ: 1–50, CT: 1–50)	1-800-366-4148  Oxford Financial Operations 4 Research Drive Shelton, CT 06484  <b>Always remit payment to the address on your invoice.</b>
	Oxford Large Employer Groups (NY: 100+, NJ: 51+, CT: 51+)	Oxford Financial Operations 4 Research Drive Shelton, CT 06484  <b>Always remit payment to the address on your invoice.</b>
<b>Direct Debit Authorizations</b>	For payment of monthly premiums.	1-800-366-4148  Visit <a href="http://oxfordhealth.com">oxfordhealth.com</a> and select “Employer” then “Transactions.”
<b>Oxford Payment Center Website</b>	To remit monthly premiums.	Visit <a href="http://payexpress.com/billmail/EBPP/Sites/Oxford">payexpress.com/billmail/EBPP/Sites/Oxford</a> .

If members have any questions, they should call us at the toll-free phone number on their ID card or 1-800-444-6222, Monday–Friday, 8 a.m.–6 p.m. ET. TTY users can dial 711.

ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

請注意: 如果您說中文 (Chinese), 我們免費為您提供語言協助服務。請撥打會員卡所列的免付費會員電話號碼。

알림: 한국어(Korean)를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문의하십시오.



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



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

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