



## Quick Sheet Phone Guide August, 2018

Member Services				
Customer Service Department	Phone	(800) 683-3781	TDD/TTY	(585) 256-8495
Behavioral Health Services	Phone	(844) 265-7586	TDD/TTY	(866) 727-9441
Dental Member Services	Phone	(800) 468-9868	TDD/TTY	(800) 662-1220
Pharmacy Services	Phone	(844) 245-0452	TDD/TTY	(800) 759-1089
To Join Medicaid Managed Care, Essential Plan and Child Health Plus	Phone	(800) 683-3781	TDD/TTY	(585) 256-8495
Website	<a href="http://www.YourCareHealthPlan.com">www.YourCareHealthPlan.com</a>			

Provider Services				
Provider Service Department	Phone	(888) 638-7149	Fax	(888) 273-8296
Dental Provider Services	Phone	(888) 468-2183		
Pharmacy Service Department	Phone	(844) 245-0452	Web	<a href="http://www.optumrx.com">www.optumrx.com</a>
Behavioral Health Services	Phone	(844) 265-7586	TDD/TTY	(866) 727-9441
eviCore	Phone	(888) 835-1902	Fax	(800) 540-2406
Case Management	Phone	(844) 337-7144	Fax	(800) 962-8189
Inpatient Authorization	Phone	(888) 638-7149	Fax	(888) 273-8296
Referrals / Authorization	Phone	(888) 638-7149	Fax	(888) 273-8296
EDI Help Desk	Phone	(855) 297-4436		<a href="mailto:Stream.support@sdata.us">Stream.support@sdata.us</a>
Provider Relations & Contracting	Phone	Tina Burns (716) 565-6732 Sheri Bezinque (716) 565-6733	Fax	(585) 586-6415

Provider Participation				
New Applicants	E-mail	<a href="mailto:pfmemails@yourcarehealthplan.com">pfmemails@yourcarehealthplan.com</a>	Fax	(585) 242-6206
Credentialing	E-mail	<a href="mailto:credentialing@yourcarehealthplan.com">credentialing@yourcarehealthplan.com</a>	Fax	(585) 242-6206
Provider File Maintenance	E-mail	<a href="mailto:pfmemails@yourcarehealthplan.com">pfmemails@yourcarehealthplan.com</a>	Fax	(585) 242-6206
WNY HEALTHeNET	Phone	(877) 895-4724		

YourCare Health Plan Claim Submissions		
Medical Claims	Behavioral Health Claims	Dental Claims
Attn: Claims Department P.O. Box 21713 Eagan, MN 55121	Attn: Claims Department P.O. Box 1857 Hicksville, NY 11802	Attn: Claims Department P.O. Box 9255 Uniondale, NY 11553-9255
EDI Payor ID: 15003	EDI Payor ID: 43324	EDI Payor ID: 11271