

Reference Guide



	Central NY East Division Counties (Broome, Cayuga, Chenango, Cortland, Delaware, Franklin, Hamilton, Herkimer, Jefferson, Lewis, Madison, Oneida, Onondaga, Oswego, Otsego, St. Lawrence, Tioga)	Central NY West Division Counties (Chemung, Livingston, Monroe, Ontario, Schuyler, Seneca, Steuben, Tompkins, Wayne, Yates)
PaySpan To arrange electronic payment and view claim payment status	www.payspanhealth.com Tech Support 1-877-331-7154	
A.S.K. (Administrative Services of Kansas, Inc.) Electronic claims submission	www.ask-edi.com 1-800-472-6481 (press option 1 for NY customers)	
Paper Claims Submission Only as needed	PO Box 80 Buffalo, NY 14240-0080	
Member & Provider Correspondence	PO Box 15013 Albany, NY 12212-5013	PO Box 80 Buffalo, NY 14240-0080
Utilization Management Referrals & Pre-Authorizations	PO Box 15013 Albany, NY 12212-5013 Tel: 1-800-856-0480 Fax: 1-866-497-7342	PO Box 80 Buffalo, NY 14240-0080 Tel: 1-800-856-0480 Fax: 1-877-448-0702
Provider Relations Participation Applications, Contracts, Education and Resource Materials	PO Box 15013 Albany, NY 12212 Tel: 1-518-220-5601 Fax: 1-518-220-5870	
Provider Customer Service Monday-Friday 8:00 am - 5:00 pm Claim payment and Member information	Tel: 1-800-856-0480 Fax: 1-866-217-2846	Tel: 1-800-856-0480 Fax: 1-716-887-7912
Behavioral Health/Substance Abuse Referrals & Pre-Authorizations	Tel: 1-877-837-0814 Fax: 1-866-390-0864	
National Imaging Associates (NIA) Pre-Authorizations for MRI/MRA, CT, PET & Nuclear Cardiology	www.radMD.com 1-800-642-7820	
HealthNet Online Member Eligibility & Benefits, Referral Submission/Request, & Claim Status	www.wnyhealthenet.org Tech Support 1-877-895-4724	