## Fax and Appeals Submission Contact Information

Disclaimer: The following information has been provided by AUC Payer Members in efforts to provide further assistance with electronic connectivity. This information is subject to change.

<table>
<thead>
<tr>
<th>Payer</th>
<th>Attachment Fax</th>
<th>Attachment Mailing Address</th>
<th>Appeals Fax</th>
<th>Appeals Mailing Address</th>
</tr>
</thead>
</table>
| Aetna                                      | 859-455-8650   | PO Box 981106
El Paso, TX 79998-1106                                           | 859-455-8650 | Provider Resolution
Team PO Box 14020
Lexington, KY 40512                                                |
| Aetna Dental                               | 859-455-8650   | PO Box 14094
Lexington, KY 40512-4094                                          | 859-455-8650 | Aetna Complaints and
Appeals PO Box 14597
Lexington, KY 40512                                                |
| Blue Cross Blue Shield Minnesota and       | 833-224-6929   | AmeriGroup PO Box 64033
St. Paul, MN 55164-4033                                            | 833-224-6929 | AmeriGroup PO Box 64033
St. Paul, MN 55164-4033                                            |
| Blue Plus AmeriGroup (Medicaid, MNCare,    | 800-793-6928   | Blue Cross PO Box 64338
St. Paul, MN 55164-0338                                            | 651-662-2745 | Blue Cross PO Box 64560
St. Paul, MN 55164-0560                                            |
| Delta Dental of Minnesota                  | 866-516-5616   | PO Box 1328
Minneapolis, MN 55440-1328                                         | N/A         | PO Box 9458
Minneapolis, MN 55440-9458                                         |
| HealthPartners - Health Plan - Dental      | 952-853-8861   | HealthPartners Dental
Claims PO Box 1172
Minneapolis, MN 55440-1172                                         | 952-883-5160 | PO Box 1172
Minneapolis, MN 55440-1172                                         |
| HealthPartners - Health Plan - Medical     | 952-853-8860   | PO Box 1289
Minneapolis, MN 55440-1289                                         | 651-265-1230 | PO Box 1289
Minneapolis, MN 55440-1289                                         |
| Hennepin Health                            | 612-321-3781   | Attn: Fiscal
400 South Fourth St, Suite 201
Minneapolis, MN 55415                                               | 612-321-3786 | Attn: Claim
400 South Fourth St, Suite 201
Minneapolis, MN 55415                                               |
| Mayo Clinic Health Solutions                | 855-619-0010   | 4001 41st Street NW
Rochester, MN 55901-8901                                            | 855-619-0010 | 4001 41st Street NW
Rochester, MN 55901-8901                                            |
| Medica Behavioral Health                   | 248-733-6085   | PO Box 30757
Salt Lake City, UT 84130-0757                                      | 248-733-6085 | PO Box 30757
Salt Lake City, UT 84130-0757                                      |
| Medica Health Plan                         | 801-994-1076   | PO Box 30990
Salt Lake City, UT 84130                                           | 801-994-1076 | PO Box 30990
Salt Lake City, UT 84130                                           |
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<tr>
<td>Medica2 Health Plan</td>
<td>952-992-1427</td>
<td>PO Box 981647 El Paso, TX 79998-1647</td>
<td>952-992-1427</td>
<td>CW 299</td>
</tr>
<tr>
<td>Medica Health Plan Solutions (formerly MMSI)</td>
<td>952-992-3024</td>
<td>PO Box 211435 Eagan, MN 55121</td>
<td>952-992-3024</td>
<td>PO Box 211435 Eagan, MN 55121</td>
</tr>
<tr>
<td>Minnesota Department of Human Services</td>
<td>651-431-7786</td>
<td>DHS does not accept mailed Appeal form and attachments.</td>
<td>N/A</td>
<td>It is the preferred practice to call the Call Center at: 800-366-5411 or 651-431-2700.</td>
</tr>
<tr>
<td>Minnesota Department of Labor and Industry – Special Compensation Fund</td>
<td>651-215-9909</td>
<td>PO Box 64229 St. Paul, MN 55164-0229</td>
<td>651-215-9909</td>
<td>PO Box 64229 St. Paul, MN 55164-0229</td>
</tr>
<tr>
<td>PreferredOne</td>
<td>763-847-4010</td>
<td>If sending attachments via mail, please refer to the mailing address on the patient’s ID card.</td>
<td>763-847-4851</td>
<td>Appeals should be faxed to the PreferredOne Provider Relations Representative. If that individual is not identified, appeals may be faxed to 763-847-4851.</td>
</tr>
<tr>
<td>PrimeWest Health</td>
<td>320-762-1805</td>
<td>Attn: Claims 3905 Dakota Street Alexandria, MN 56308</td>
<td>320-335-5285</td>
<td>Attn: Provider Appeals 3905 Dakota Street Alexandria, MN 56308</td>
</tr>
<tr>
<td>Sanford Health Plan</td>
<td>605-328-6840</td>
<td>PO Box 91110 Sioux Falls, SD 57109-1110</td>
<td>605-328-6811</td>
<td>PO Box 91110 Sioux Falls, SD 57109-1110</td>
</tr>
<tr>
<td>South Country Health Alliance</td>
<td>888-633-4056</td>
<td>N/A</td>
<td>888-633-4057</td>
<td>N/A</td>
</tr>
<tr>
<td>UCare Minnesota</td>
<td>612-884-2261</td>
<td>Attn: Claims PO Box 405 Minneapolis, MN 55440-0405</td>
<td>612-884-2186</td>
<td>Attn: Claims PO Box 405 Minneapolis, MN 55440-0405</td>
</tr>
<tr>
<td>United Health Group: OptumHealth - Behavioral</td>
<td>248-733-6085</td>
<td>PO Box 30755 Salt Lake City, UT 84130-0755</td>
<td>248-733-6085</td>
<td>PO Box 30755 Salt Lake City, UT 84130-0755</td>
</tr>
<tr>
<td>United Health Group: OptumHealth - Complex Med</td>
<td>N/A</td>
<td>PO Box 30758 Salt Lake City, UT 84130</td>
<td>N/A</td>
<td>PO Box 30758 Salt Lake City, UT 84130</td>
</tr>
<tr>
<td>United Health Group: OptumHealth – Physical Health</td>
<td>763-595-3333</td>
<td>UnitedHealthcare PO Box 212 Minneapolis, MN 55440-0212</td>
<td>763-595-3333</td>
<td>PO Box 212 Minneapolis, MN 55440-0212</td>
</tr>
<tr>
<td>United Health Group: UnitedHealthcare - Medical</td>
<td>801-994-1076</td>
<td>PO Box 30555 Salt Lake City, UT 84130</td>
<td>801-994-1076</td>
<td>PO Box 30555 Salt Lake City, UT 84130</td>
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Revised 5/30/2019