



***APS Healthcare (APS) is pleased to announce the relocation of our  
Maryland Service Center***

**(NOTE: See below for APS mailing addresses)**

This change does **not** impact your participation status, behavioral health claims filing or the current agreement you have with APS. **This is to notify you of new contact addresses for the submission of Complaints and Appeals, EAP Vouchers, Demographic and Credentialing materials and Outpatient Treatment Requests.**

**There will not be any changes to the following:**

- Claims Processing or Claims Submission Address (Electronic or Paper). Please continue to use the existing clearinghouses or post office box; there are no changes to claims submissions.
- Service Telephone Numbers.

**Customer Service**

The Customer Service Team is committed to providing quick and accurate resolution to provider inquiries regarding:

- Eligibility, benefits and authorizations.
- Claims inquiries, complaints and appeals, check replacements.
- Credentialing, recredentialing and provider updates.

**Claims**

APS encourages electronic submission of your claims by using the three clearinghouses: Availity, Capario and Emdeon. For more information please visit our web site at [http://www.apshealthcare.com/provider\\_claims.aspx](http://www.apshealthcare.com/provider_claims.aspx)

**For paper claim submissions, the address is NOT changing.**

**Effective August 1, 2011, EAP providers should remit their EAP vouchers to our new address (listed below).**

**APS Healthcare  
EAP Department  
7125 Columbia Gateway Drive, Suite 250  
Columbia, MD 21046**

Effective **August 16, 2011**, the following departments will have these **new** addresses and telephone numbers:

**Provider Operations/ Credentialing**

**APS Healthcare (For Behavioral Health and EAP):**

7125 Columbia Gateway Dr, Suite 250

Columbia, MD 21046

Phone: 877-490-6854

***Use this address and telephone number if you have claims questions or are a provider who practices in the state of Texas and need to submit: demographic updates, credentialing materials, or contract information.***

If you practice in Texas but are not currently an APS provider and wish to join the network, please complete the [Application and Contract Material Request Form](#) and return as instructed.

**Non-Texas based providers:**

For all requests for changes in practice information, credentialing status questions or requests to join the network please contact APS' Credentialing Delegate Workplace Options/ Network Advantage Services at 866-228-2530 or via email at [apspr@workplaceoptions.com](mailto:apspr@workplaceoptions.com).

**Complaints and Appeals**

**APS Healthcare**

7125 Columbia Gateway Dr, Suite 250

Columbia, MD 21046

Telephone Number: 1-800-305-3720 Ext.3090

**Outpatient Treatment Requests (OTRs)**

The address and fax number for submission of OTRs is not changing. Please refer to the address and fax number listed on the authorization letter.

**Notice for programs, facilities and hospitals:**

Please follow the same procedures to obtain pre-certification and concurrent reviews.

Any correspondence mailed to an old address will be forwarded. Please be aware that this may result in a delay in our ability to respond or process the request in a timely manner.

Thank you for your continued participation in APS' provider networks. We appreciate the high quality service you provide our members.