

Mailing Addresses for Client Correspondence

As part of Beacon's strategy for continuous improvement and to create a more streamlined claims intake process, we are transitioning our paper mail intake to a centralized capability that will involve some new post office boxes for claims and correspondence. The new capability will help enhance our service quality and turnaround-time.

Effective immediately, Beacon is consolidating P.O. boxes and transitioning to new addresses. Please see the reference table below for your account. While we encourage all of our providers and members to submit correspondence via electronic means whenever possible, we recognize that some paper submission is necessary at times.

A forwarding order is in place through the U.S. Postal Service to forward all mail sent to the old P.O. boxes to the new ones until Dec. 31, 2017, unless the envelope has language that states not to forward. Beacon is working to notify all providers and customers and to request re-directing of incoming correspondence to the new address.

Please review this information and update your records, member correspondence and communications, web site information, SPDs and publications accordingly.

Old Mailing Address	New Mailing Address
PO Box 12698 Norfolk, VA 23502	PO Box 1850 Hicksville, NY11802

If you have any questions regarding this communication, please contact me.

Thank you for your attention to this important change.

Sincerely
Brian Baker
Vice President – National Client Partnerships
Beacon Health Options, Inc.