

# Provider Newsbrief

June 1, 2023

## **B – UHP Moving Administrative and Support Services to New Location**

Banner – University Health Plans administrative and support services will be moving their offices to a new location near Broadway and Rosemont soon.

The new location will provide needed infrastructure while we consolidate the amount of office space needed for those team members who will remain office-based following the pandemic. It also provides additional conference rooms and other meeting spaces not available at the current office.

### **The new address will be:**

5255 E Williams Circle, Ste 2050  
Tucson, AZ 85711

### **Which health plans will be moving to this new address?**

Banner – University Family Care/ACC, Banner – University Family Care/ALTCS and Banner Medicare Advantage will all be supported out of this office, utilizing existing P.O. Boxes and systems for claims payment. For other instances where a physical address is required to correspond, process your information as described below.

### **Why are you moving?**

Like many businesses post-pandemic, a majority of our team members continue to work remotely. We found we did not need the large space we currently inhabit, so we sought another location that was not only smaller, but more centrally located and secure for our employees, members and providers.

### **How will this affect claims payments?**

It will not! You will continue to send your claims either electronically (preferred) or to the P.O. Boxes you have used historically. That helps us adjudicate and process your claims more quickly.

### **When are you moving?**

The official date to begin using the new address for correspondence is June 12, 2023. Until then, continue to send any correspondence to the same addresses you have used in the past. And as noted above, you will always continue to send claims electronically or to the existing P.O. Boxes you have always used.

**Where do we send appeals?**

After June 12, 2023, appeals can be sent to the new location address. If you mark your correspondence "Attn: Appeals Department", it will assist us in sorting.

**Where do we send information related to Prior Authorization or Pre-Service Determinations?**

If not already being sent electronically, you can send to the new address after June 12, 2023. If you mark your correspondence "Attn: Prior Authorizations", it will assist us in sorting.

**What about other items we used to send to the 2701 E. Elvira address for Banner Health Plans?**

After June 12, 2023, you can send them to the new address. But don't worry! Mail forwarding from our old address to our new will continue for 12 months or longer.

**What do we tell your members that want to know your new address?**

Ask them to call the number on their ID Card and talk to Customer Care. Customer Care staff can determine the best course of action for members and can typically answer all questions and concerns telephonically.

**What about phone numbers, fax numbers and email addresses?**

Our toll-free telephone numbers, fax numbers, and pertinent e-mail addresses will remain the same. The only change is our physical location, and only use the new address for those items you do not send in other formats or to claims payment P.O. Boxes.