Beginning on January 1, 2014, the Empire Plan Mental Health and Substance Abuse Program is administered by ValueOptions. ValueOptions has created an **Empire Plan Provider Quick Guide** to assist providers with the transition process.

**PROVIDERCONNECT**

- [Register](#)
- [Try the Demo ProviderConnect User Guide ProviderConnect Video](#)
- [Tutorials Upcoming ProviderConnect Webinars](#)

EDI Helpdesk for ProviderConnect Electronic Claims and Technical Questions 888.247.9311

**IMPORTANT LINKS**

- Empire Plan Provider Network Specific Page
- Empire Plan Provider Frequently Asked Questions
- Empire Plan Provider Orientation Webinar Presentation Slides

**FORMS**

- Clinical Forms
EMPIRE PLAN PROVIDER QUICK GUIDE

VALUEOPTIONS PAYER ID

FHC & Affiliates

EMPIRE PLAN CLAIMS ADDRESS (INN & OON CLAIMS)

ValueOptions
P.O Box 1800
Latham, New York 12110

NETWORK PARTICIPATION STATUS, PROVIDER RELATIONS, CREDENTIALING AND CONTRACTING QUESTIONS

Provider Service Line 800.235.3149 between 8 a.m. and 8 p.m. ET, Monday through Friday.

CLINICAL AND CLAIMS QUESTIONS

1.877.7.NYSHIP (877.769.7447) Option 3