



Customer Service Alert

DST Priority Inbox and Fax Shut Down

Product(s)	Line of Business	Audience	Effective Date
HMO; HSA-HRA-DCA; POS; PPO; EPO	Commercial	Customer Service; Member; Group/Broker; Premier; Provider	3/1/2017

Purpose

To provide information regarding the DST priority contact shut down and instructions for claims that require special handling.

Reference Material

[SDS Cover Sheet](#)

Education

On **Monday, March 6, 2017**, the following DST priority contacts will be permanently **shut down**:

- Email box: priorequest@dsthealthsolutions.com
- Fax line: 205-437-5520.

The email box and fax line **will not be replaced by another email box and fax line.**

We have transitioned to a new paper claim vendor, **SDS**. Team members are reminded of the following instructions for member and provider claims that require special handling:

- Print a hard copy and place the appropriate cover sheet on it.
 - Copies should be legible and should include a completed claim form.
 - **Member-submitted claims** must include itemized bill, which should include:
 - The dollar amount
 - The provider's name
 - Date of service
 - Type of service with diagnosis codes
- Place it in an interoffice envelope and place the envelope in the outgoing mail bin. **The envelope should be addressed to SDS, Front Office Mailroom, 10th Floor (1901 Market Street).**
- A Business Service Assistant from the mailroom will pick up the envelope(s). Pick-up is twice daily.
- In the mailroom, the documents are placed in the overnight UPS box to be sent to SDS. This is done daily.

A copy of the SDS cover sheet can be found in the **Reference Material** section above. **Please note that Standard refers to claims submitted using the CMS 1500 form or UB04 form. Non-standard refers to member-submitted claims.**