

<b>Provider Customer Service</b>	<b>1-866-355-5999</b>
<p><b>Availity® Essentials</b> (<i>Obtain eligibility and benefits, authorizations and referrals, claims, claim status and remittance.</i>)</p> <p><b>Availity Authorizations &amp; Referrals</b> (<i>Online tool used to request referrals for specialty care and prior authorizations for inpatient admissions an select outpatient services managed by Blue Cross and Blue Shield of Texas Medical Management.</i>)</p> <ul style="list-style-type: none"> <li>• <b>Availity Essentials:</b> <a href="http://www.availity.com/essentials">http://www.availity.com/essentials</a></li> <li>• <b>Availity Phone Number: 1-800-Availity (282-4548)</b></li> <li>• <b>Availity Information:</b> <a href="https://www.bcbstx.com/provider/claims/claims-eligibility/edi-commerce/edi-availity">https://www.bcbstx.com/provider/claims/claims-eligibility/edi-commerce/edi-availity</a></li> <li>• <b>Availity Authorizations &amp; Referrals Information:</b> <a href="https://www.bcbstx.com/provider/education/education/tools/availity-authorizations">https://www.bcbstx.com/provider/education/education/tools/availity-authorizations</a></li> </ul>	
<b>Electronic Medical Claim Submission</b>	<b>TRS ActiveCare</b> Electronic Payor ID: <b>84980</b>
<b>Paper Medical Claim Submission Address</b>	<b>TRS ActiveCare</b> P O Box 660044 Dallas, TX 75266-0044
<b>Outpatient Clinical Reference Lab</b>	<p><b>For TRS-ActiveCare Primary and Primary +:</b> Plan providers should refer members to in-network lab providers for outpatient lab services. To locate participating labs in the Plan network, visit <a href="#">Provider Finder®</a> on the BCBSTX website.</p> <p><b>For all TRS Active care plans the following are</b> statewide in-network labs:</p> <ul style="list-style-type: none"> <li>• <b>Clinical Pathology Laboratory (CPL)</b> Contact CPL at 1-800-595-1275 or visit their website at: <a href="http://www.cpllabs.com">www.cpllabs.com</a>.</li> <li>• <b>LabCorp</b> - Contact LabCorp at <b>1-888-522-2677</b> or visit their website at: <a href="http://www.labcorp.com">www.labcorp.com</a>.</li> <li>• <b>Quest Diagnostics, Inc.®</b> Contact Quest at 1-888-277-8772 or visit their website <a href="http://www.questdiagnostics.com/home/patients">www.questdiagnostics.com/home/patients</a>.</li> </ul>
<b>Behavioral Health</b>	<b>1-800-528-7264</b>
<b>Medical Appeals &amp; Grievances</b>	<p><b>TRS ActiveCare</b> Appeals &amp; Grievances P O Box 660044 Dallas, TX 75266-0044</p> <p>Appeals &amp; Grievances Fax: <b>1-877-389-7594</b> Appeals &amp; Grievances Phone: <b>1-800-521-2227</b></p>
<b>BCBSTX Medical Care Management Department</b> ( <i>Clinical information for a prior authorization or predetermination for medical healthcare services, i.e., inpatient or outpatient hospitalization and/or surgical procedure</i> )	<b>1-855-896-2701</b>
<b>Provider Status</b> ( <i>To verify a provider's status, access the Online Provider Directory</i> )	<a href="#">Online Provider Directory</a> ( <i>Provider Finder®</i> )

**Important Note:** Always make a copy of the front & back of the member's ID card to confirm you have the correct telephone numbers.

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to Blue Cross and Blue Shield of Texas.  
eviCore is a trademark of eviCore healthcare, LLC, formerly known as CareCore, an independent company that provides utilization review for select health care services on behalf of BCBSTX.

08/2020