



**BlueCross BlueShield
of Texas**

BCBSTX Support Services: Overview

Introduction

BCBSTX provides support to BlueChoice physicians and other providers through:

- Provider Customer Service Departments
- Behavioral Health Services — for any mental health/chemical dependency care management or quality improvement issue
- Local Network Management Representatives
- Provider Access & Servicing Strategy

You are encouraged to contact these sources when you have questions or need assistance.

BCBSTX Organization

BCBSTX is organized in three facility provider network regions to provide local service to our providers.

- North Texas Region
- Southeast Texas Region
- Southwest Texas Region

Each region is staffed locally with a Medical Director and Network Department staff.

In this Section

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BCBSTX Facility Provider Network Department

Facility Provider Network Department Objective

The major objective of the BCBSTX Provider Network Department is to develop and support relationships between the BlueChoice facilities and BCBSTX to allow our Subscribers access to cost-efficient, quality medical care. **BCBSTX Facility Provider Network Representatives** are available in all areas of the state.

Regional Medical Directors and Advisory Committees

Regional Medical Directors and Committees are located throughout the state and serve as liaisons between the BlueChoice facilities and BCBSTX. The Medical Directors and Advisory Committees make recommendations and serve as consultants in developing medical policy, addressing quality management issues, and assisting in dispute resolution.

Provider Customer Service Contact Information

<p><u>Medical Provider Contacts</u></p> <p>Blue Cross and Blue Shield of Texas 1001 E. Lookout Drive Richardson, Texas 75082 1-800-451-0287 TDD: 1-800-735-2989 (for hearing impaired) www.bcbstx.com/provider (password: manual)</p> <p><u>BCBSTX Provider Customer Service</u></p> <p>BlueCard® (out-of-state) Eligibility & Benefits Information 1-800-676-BLUE</p> <p>BlueCard (out-of-state) Claim Status 1-800-451-0287</p> <p>BlueChoice® (PPO/POS) & Indemnity Plans* 1-800-451-0287</p> <p>Federal Employee Programs 1-800-442-4607</p> <p>HealthSelectSM (POS) 1-800-252-8039</p> <p>HMO Blue® Texas Plan 1-877-299-2377</p> <p>Texas Health Insurance Pool (THIP) 1-888-398-3927</p> <p>TRS-Active Care 1-800-451-0287</p> <p>University of Texas (UT) PPO 1-866-882-2034 HMO 1-888-322-2379</p> <p>Wal-Mart (Benefits/Eligibility/Claims Status) BCBS Arkansas 1-800-676-2583</p> <p>Behavioral Health (New Directions)..... 1-877-709-6822</p> <p><u>Other Customer Service Numbers</u></p> <p>Behavioral Health Preauthorization and Referrals</p> <p>PPO/POS – BCBSTX..... 1-800-528-7264</p> <p>HMO – Magellan Behavioral Health 1-800-729-2422</p> <p>Behavioral Health Claims Status</p> <p>PPO/POS 1-800-451-0287</p> <p>HMO 1-800-729-2422</p> <p>Advance PCS PPO/POS 1-800-521-2227</p> <p>HMO 1-877-299-2377</p> <p>American Imaging Management (AIM)</p> <p>..... 1-800-859-5299</p> <p>FAX..... 1-800-610-0050</p> <p>..... www.americanimaging.net</p> <p>Quest Diagnostics Inc.</p> <p>..... 1-888-277-8772</p> <p>..... www.questdiagnostics.com</p>	<p><u>Availity Helpline</u>..... 800-AVAILITY (282-4548)</p> <p>File electronic claims using Receiver Type G and Payer ID number 84980</p> <p>Availity Web site..... www.Availity.com</p> <p><u>Predetermination Requests (PPO/POS)</u></p> <p>Blue Cross and Blue Shield of Texas Attn: Predetermination Dept. P.O. Box 660044 Dallas, Texas 75266-0044</p> <p>For status call: PPO/POS 1-800-451-0287</p> <p><u>Disclosure Information</u> (Form available on-line)</p> <p>Blue Cross and Blue Shield of Texas Pre-Service Allowed Benefit Disclosure Benefit Request P.O. Box 650489 Dallas, Texas 75265-0489</p> <p>Fax: 972-766-0371</p> <p>Please do not send patient-specific information to this address or fax number.</p> <p><u>iEXCHANGE</u></p> <p>iEXCHANGE..... 1-800-413-0869</p> <p>iEXCHANGE Help Desk..... 1-800-441-9188</p> <p>iExchange Online www.bcbstx.com/provider (password required)</p> <p><u>Utilization Management</u></p> <p>Precertifications/Referrals..... 1-800-441-9188 Fax..... 1-800-252-8815</p> <p>Case Management 1-800-462-3275 Fax..... 1-800-778-2279</p> <p><u>Wellness Guidelines/Clinical Practice Guidelines</u></p> <p>..... www.bcbstx.com/provider</p>
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* Note: You have the option of using the Voice Response Unit (VRU) to obtain member’s benefits, eligibility, and claim status. The VRU has been enhanced to provide additional information:

- Diagnostic/Preventative Care Benefits
- Deductible
- Confirmation Code in lieu of Provider Customer Service Name

BCBSTX will continue to make enhancements to provide the information needed through the VRU. Another option is through Availity, which offers On Line Inquiry.

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Provider Customer Service Contact Information,

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<p><u>Claims Filing/Appeals</u></p> <p>Claims Filing Address All claims should be submitted electronically. If a provider must file a paper claim, mail claim to: Blue Cross and Blue Shield of Texas P.O. Box 660044 Dallas, Texas 75266-0044</p> <p>Claim Appeal or Reconsideration Review Filing Address (Form available on-line): Blue Cross and Blue Shield of Texas P.O. Box 660044 Dallas, Texas 75266-0044</p> <p><u>Local Network Offices</u></p> <p><u>Austin</u> Professional Provider Network512-349-4847 Select "Physician Services" Option 1-800-336-5696 Fax.....512-349-4851 Facility Provider Network..... 210-357-5340, press 6 Fax.....210-357-5273</p> <p><u>Corpus Christi</u> Professional Provider Network361-878-1630 1-800-872-1518 Fax.....361-878-1646 Facility Provider Network.....361-878-1654 1-800-442-1685 Fax.....361-878-1646</p> <p><u>Dallas</u> Professional Provider Network972-766-8900 1-800-749-0966 Fax.....972-766-0345 Facility Provider Network.....972-766-8900 1-800-749-0966 Fax.....972-766-1103</p> <p><u>El Paso</u> Professional Provider Network915-496-6600 1-800-682-6789 Fax.....915-496-6611 Facility Provider Network.....915-496-6776 1-800-682-6789 Fax.....915-496-6611</p> <p><u>Beaumont/Houston/Southeast</u> Professional Provider Network409-896-0140 1-800-637-0171, press 3 Fax.....409-896-0145 Facility Provider Network.....713-663-1115 1-800-637-0171, press 3 Fax.....713-663-1250</p>	<p><u>Web site Resources</u> Blue Cross Blue Shield of Texas www.bcbstx.com/provider Availity Web site www.availity.com Workgroup for Electronic Interchange www.wedi.org Texas Department of Insurance..... www.tdi.state.tx.us Texas Medical Association www.texmed.org Bexar County Medical Society www.bcms.org Dallas County Medical Society..... www.dallas-cms.org Harris County Medical Society www.hmcs.org Tarrant County Medical Society www.tcms.org Travis County Medical Society..... www.tcms.com Medicare Related IPAA cms.hhs.gov/hipaa</p> <p><u>Local Network Offices</u></p> <p><u>Houston</u> Professional Provider Network713-663-1149 1-800-637-0171, press 3 Fax713-663-1250 Facility Provider Network.....713-663-1115 1-800-637-0171, press 3 Fax713-663-1250</p> <p><u>Lubbock/Amarillo</u> Professional Provider Network806-783-4610 Fax806-798-6308 Facility Provider Network Hospital972-766-2437 Fax.....972-766-1103 Ancillary.....806-798-6343 Fax806-798-6308</p> <p><u>Midland/Abilene/San Angelo</u> Professional Provider Network432-620-1406 Fax432-620-1431 Facility Provider Network Midland/San Antonio.....432-620-1424 Fax432-620-1438 Abilene — Hospital806-798-6315 Abilene — Ancillary.....806-798-6343 Fax806-798-6308</p> <p><u>San Antonio</u> Professional Provider Network 210-344-9100, Press 6 1-800-872-1518, Press 6 Fax361-878-1646 Facility Provider Network..... 210-357-5340, Press 7 1-800-872-1518, Press 7 Fax210-357-5273</p> <p><u>Tyler/East Texas</u> Professional Provider Network903-535-0380 Fax903-535-0397 Facility Provider Network.....903-535-0380 Fax903-535-0397</p>
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Behavioral Health Services

**Service
Access**

Requests for behavioral health services (mental health and/or chemical dependency) should be directed to the toll-free number listed below. Customer Service is available to:

- Confirm eligibility
 - Provide benefit information
 - Make referrals
 - Perform required precertification and care management
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**Telephone
Number**

Toll-free Number:

1-800-528-7264

Hours

For routine calls, phone hours are 8 a.m. to 6 p.m. (Central Standard Time), Monday through Friday (except holidays).

The telephone number listed above is answered 24 hours a day for crisis intervention and for preauthorization of inpatient admissions.

**Additional
Information**

For additional information, please see the behavioral health section of this manual.
