

Contact Information

Blue Cross Blue Shield of Texas

<p><u>Medical Provider Contacts</u></p> <p>Blue Cross and Blue Shield of Texas 901 S. Central Expressway Richardson, Texas 75080 1-800-451-0287 TDD: 1-800-735-2989 (for hearing impaired) www.bcbstx.com/provider</p> <p><u>BCBSTX Provider Customer Service</u></p> <p>BlueCard® (out-of-state) Eligibility & Benefits Information1-800-676-BLUE</p> <p>BlueCard (out-of-state) Claim Status1-800-451-0287</p> <p>BlueChoice® (PPO/POS) & Indemnity Plans1-800-451-0287</p> <p>Federal Employee Programs1-800-442-4607</p> <p>HealthSelectSM (POS)..... 1-800-252-8039</p> <p>HMO Blue® Texas Plan.....1-877-299-2377</p> <p>Texas Health Insurance Risk Pool (THIRP) 1-888-398-3927</p> <p>TRS-Active Care1-800-451-0287</p> <p>University of Texas (UT) PPO1-866-882-2034 HMO.....1-888-322-2379</p> <p>Wal-Mart (Benefits/Eligibility/Claims status) BCBS Illinois 1-800-972-8088</p> <p><u>Other Customer Service Numbers</u></p> <p><u>Behavioral Health Preauthorization and Referrals</u> PPO/POS – Inroads Behavioral Health 1-800-528-7264 HMO – Magellan Behavioral Health 1-800-729-2422 www.magellanhealth.com</p> <p><u>Behavioral Health Claims Status</u> PPO/POS..... 1-800-451-0287 HMO.....1-800-729-2422 www.magellanhealth.com</p> <p><u>Advance PCS</u> PPO/POS.....1-800-521-2227 HMO.....1-877-299-2377</p> <p><u>American Imaging Management (AIM)</u> 1-800-859-5299 www.americanimaging.net</p> <p><u>Cole Managed Vision</u>.....1-800-699-0993</p> <p><u>Laboratory Corporation of America (LabCorp)</u> 1-888-LABCORP www.labcorp.com</p> <p><u>Claims Filing/Appeals/THIN</u></p> <p><u>Claims Filing Address</u> All claims should be submitted electronically. If a provider must file a paper claim, mail claim to:</p> <p>Blue Cross and Blue Shield of Texas P.O. Box 660044 Dallas, Texas 75266-0044</p> <p><u>Claim Appeal or Reconsideration Review Filing Address</u> (Form available on-line)</p> <p>Blue Cross and Blue Shield of Texas P.O. Box 660044 Dallas, Texas 75266-0044</p>	<p><u>THIN</u> Helpline1-877-334-8446</p> <p>File electronic claims using Receiver Type G and Payer ID number 84980</p> <p>THIN Web site www.thinedi.com</p> <p>THIN Representative listing www.thinedi.com/about/contact.htm</p> <p><u>Predetermination Requests (HMO/PPO/POS)</u> 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 HMO.....1-877-299-2377 Fax (HMO only).....1-800-252-8815</p> <p><u>Disclosure Information</u> (Form available on-line) 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>BlueLINK Interactive Voice Response System</u></p> <p>BlueLINK.....1-800-413-0869 BlueLINK Help Desk.....1-800-441-9188 BlueLINK Online www.bcbstx.com/provider (password required)</p> <p><u>Utilization Management</u></p> <p>Preauthorization/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> www.bcbstx.com/provider</p> <p><u>Web site Resources</u> Blue Cross Blue Shield of Texas ...www.bcbstx.com/provider</p> <p>THIN Web site.....www.thinedi.com Workgroup for Electronic Interchange.....www.wedi.org Texas Department of Insurancewww.tdi.state.tx.us Texas Medical Associationwww.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.org HIPAA Web site.....http://thinedi.com/hipaa/hipaa.htm Medicare Related IPAA.....cms.hhs.gov/hipaa</p>
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<u>Local Network Offices</u>	<u>Local Network Offices</u>
<p><u>Austin</u> Professional Provider Network.....512-349-4847 Select "Physician Services" Option.....1-800-336-5696 Fax.....512-349-4851</p> <p>Facility Provider Network210-357-5340, press 6 Fax.....210-357-5273</p> <p><u>Corpus Christi</u> Professional Provider Network.....361-878-1630 1-800-872-1518 Fax.....361-878-1646</p> <p>Facility Provider Network.....361-878-1654 1-800-442-1685 Fax.....361-878-1617</p> <p><u>Dallas</u> Professional Provider Network.....972-766-8900 1-800-749-0966 Fax.....972-766-0345</p> <p>Facility Provider Network.....972-766-8900 1-800-749-0966 Fax.....972-766-1103</p> <p><u>El Paso</u> Professional Provider Network.....915-496-6600 1-800-682-6789 Fax.....915-496-6611</p> <p>Facility Provider Network.....915-496-6776 1-800-682-6789 Fax.....915-496-6611</p> <p><u>Beaumont/Houston/Southeast</u> Professional Provider Network.....409-896-0140 1-800-637-0171, press 3 Fax.....409-896-0145</p> <p>Facility Provider Network.....713-663-1115 1-800-637-0171, press 3 Fax.....713-663-1250</p>	<p><u>Houston</u> Professional Provider Network.....713-663-1149 1-800-637-0171, press 3 Fax.....713-663-1250</p> <p>Facility Provider Network.....713-663-1115 1-800-637-0171, press 3 Fax.....713-663-1250</p> <p><u>Lubbock/Amarillo</u> Professional Provider Network.....806-783-4610 Fax.....806-798-6308</p> <p>Facility Provider Network Hospital.....806-798-6315 Ancillary.....806-798-6343 Fax.....806-798-6308</p> <p><u>Midland/Abilene/San Angelo</u> Professional Provider Network.....432-620-1406 Fax.....432-620-1431</p> <p>Facility Provider Network Midland/San Antonio.....432-620-1424 Fax.....432-620-1438</p> <p>Abilene...Hospital.....806-798-6315 Abilene...Ancillary.....806-798-6343 Fax.....806-798-6308</p> <p><u>San Antonio</u> Professional Provider Network.....210-344-9100 1-800-872-1518 Fax.....361-878-1646</p> <p>Facility Provider Network.....210-357-5340 1-800-872-1518 Fax.....210-357-5273</p> <p><u>Tyler/East Texas</u> Professional Provider Network.....903-535-0380 Fax.....903-535-0397</p> <p>Facility Provider Network.....903-535-0380 Fax.....903-535-0397</p>