



BlueCross BlueShield
of Texas

HealthSelect of Texas® & Consumer Directed HealthSelectSM

Key Contacts List

Provider Customer Service		1-800-451-0287
<ul style="list-style-type: none"> • Availity® Essentials (Obtain eligibility and benefits, referrals or request recommended clinical reviews, submit claims, claim status and remittance.): http://www.availity.com/essentials • Availity Phone Number: 1-800-Availty (282-4548) • Availity Information: https://www.bcbstx.com/provider/claims/claims-eligibility/edi-commerce/edi-availability • Availity Authorizations & Referrals Information (Online tool used to request referrals for specialty care and recommended clinical review for inpatient admissions and select outpatient services managed by Blue Cross and Blue Shield of Texas Medical Management.): https://www.bcbstx.com/provider/education/education/tools/availability-authorizations 		
BlueApprovRSM (Request recommended clinical reviews): https://www.bcbstx.com/provider/education/education/tools/blueApprovR		
Electronic Medical Claim Submission	HealthSelect of Texas and Consumer Directed HealthSelect Electronic Payor ID: 84980	
Paper Medical Claim Submission Address	HealthSelect of Texas and Consumer Directed HealthSelect PO Box 660044 Dallas, TX 75266-0044	
Outpatient Clinical Reference Laboratory	<p>To locate participating labs in the Plan network, visit Provider Finder®.</p> <p>The following are contacts for locations and questions on statewide outpatient clinical reference laboratory providers:</p> <p>Quest Diagnostics, Inc. Phone: 1-888-277-8772 Website: QuestDiagnostics.com</p> <p>Clinical Pathology Laboratory (CPL) Phone: 1-800-595-1275 Website: www.cpllabs.com</p> <p>LabCorp, Inc Phone: 1-888-LABCORP Website: www.labcorp.com</p>	
Mental Health and Substance Use Disorders	BCBSTX manages mental health and substance use disorders services for HealthSelect of Texas and Consumer Directed Health Select plans. Out-of State & HealthSelect Secondary plans are also managed by BCBSTX. Contact the BCBSTX Behavioral Health Unit at 1-800-528-7264 . Use Availity to check benefits, eligibility, claims and for recommended clinical reviews.	



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Telemedicine	MDLive Phone: 1-888-450-1572 Website at MDLIVE.com Doctor on Demand Phone: 1-800-997-6196
Vision	EyeMedVision Care, LLC. Phone: 1-844-949-2170
Claims Appeals	HealthSelect of Texas and Consumer Directed HealthSelect of Texas Claims Appeals should be faxed to 1-325-794-2926
Medical Appeals & Grievances	Medical Appeals & Grievances: P O Box 660044 Dallas, TX 75266-0044 Appeals & Grievances Fax: 1-918-551-2011 Appeals & Grievances Phone 1-800-451-0287
Medical Care Management Department at BCBSTX: (Clinical information for a recommended clinical review for inpatient and outpatient services for medical necessity review)	1-800-344-2354
Carelon Medical Benefit Management (Clinical information for a recommended clinical review for certain outpatient services)	Online: Log in to the Carelon ProviderPortal Phone: 1-800-859-5299
ProgenyHealth (Clinical information for a recommended clinical review for recommended clinical review of Neonatal ICU services (NICU))	Fax: 1-855-732-8182
To Locate a HealthSelect Provider	https://my.providerfinderonline.com/?ci=healthselectinarea
Important Note: Always make a copy of the participant's ID card to confirm you have the correct member and contact information.	

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.

Carelon Medical Benefits Management is an independent company that has contracted with BCBSTX to provide utilization management services for members with coverage through BCBSTX.

ProgenyHealth is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide NICU utilization and case management for HealthSelect of Texas® and Consumer Directed HealthSelectSM plans.

BCBSTX makes no endorsement, representations or warranties regarding any products or services provided by third party vendors such as Availity or Carelon Medical Benefits Management.