

Blue Cross Medicare Advantage Provider Quick Reference Guide

Note: If your request is for a service covered under a capitated independent physician association, medical group, or other delegated entity responsible for claim payment, please make your request for verification directly to the appropriate IPA or entity.

PROVIDER CONTACT INFORMATION

The following information refers to these individual and group Medicare (excluding Part D) and Medicare Supplement plans:

- Blue Cross Group Medicare Advantage (PPO)SM
- Blue Cross Group Medicare Advantage Open Access (PPO)SM
- Blue Cross Medicare Advantage (HMO)SM
- Blue Cross Medicare Advantage (PPO)SM
- Blue Cross Medicare Advantage Dual Care (HMO SNP)SM

Blue Cross Medicare Advantage Customer Service
(Also for Care Management & Part C & D Concerns)

Phone: 1-877-774-8592
(for Provider & Member)

Blue Cross Group Medicare Advantage Customer Service

Phone: 1-877-299-1008

PROVIDER DIRECTORY

Online Provider Finder or Provider Status (To verify a provider's status, access the Online Provider Directory)

Online Provider Directory
[Provider Finder®](#)

CLAIMS AND PAYMENT

Electronic Medical Claim Submission

BCBSTX Electronic Payor ID: 66006

Eligibility, Benefit Information, Claims Status or Verification

[Availity®](#) or a web vendor of your choice
Phone: 1-800-282-4548

Paper Medical Claim Submission

Blue Cross Medicare Advantage
Provider Services Medical Claims
PO Box 3686 Scranton, PA 18505

All Other General Correspondence
(By Mail)

Blue Cross Medicare Advantage
PO Box 4555 Scranton, PA 18505
Fax: 1-855-674-9192

Medical Appeals & Disputes

New Mailing Address (Appeals):
Blue Cross Medicare Advantage
Attn: Appeals Department
PO Box 663099 Dallas, TX 75266
New Fax (Appeals): 1-800-419-2009



CLAIMS AND PAYMENT, cont.

Mailing Address (Grievances):
Blue Cross Medicare Advantage
Attn: Grievances Department
PO Box 4288 Scranton, PA 8505
Fax (Grievances): 1-855-674-9189

UTILIZATION MANAGEMENT/PRIOR AUTHORIZATION

Blue Cross Medicare Advantage Utilization Management Department
(For Medical & Behavioral Health Services and Medical Coverage Determination, Medical Appeals, Medical Grievances)

Phone: 1-855-390-6573
Fax (Coverage Determination): 1-855-874-4711
Fax (Appeals): 1-800-419-2009
Fax (Grievances): 1-855-674-9185
Fax (Expedited Grievances): 1-855-674-9189

Availity® Authorizations & Referrals:

An online tool used to request referrals for specialty care and prior authorizations for inpatient admissions and select outpatient services managed by Blue Cross Medicare Advantage Utilization Management.

Website: [Availity Authorizations & Referrals](#)

Blue Cross Medicare Advantage eviCore® Prior Authorization

[eviCore Healthcare Web Portal](#)
Phone: 1-855-252-1117

Disease/Care Management Programs
(For Medical & Behavioral Health)

Phone: 1-855-390-6567

Medical Care Management Department

Phone: 1-877-774-8592

Referral and Prior Authorization List

[Referral and Prior Authorization Lists](#)

BLUE CROSS MEDICARE ADVANTAGE HMO/PPO/DSNP (Behavioral Health)

Blue Cross Medicare Advantage
(BH Customer Service)
Blue Cross Medicare Advantage SNP
Blue Cross Medicare Advantage PPO
Blue Cross Medicare Advantage HMO

Phone: 1-877-774-8592

Electronic BH Claim Submission)

BCBSTX Electronic Payor ID: 66006

BH Paper Claim Submission

Blue Cross Medicare Advantage
Provider Services BH Claims PO
Box 3686 Scranton, PA 18505

SUPPORTING VENDORS

Dental Networks of America®

Phone: 1-800-972-7565

MDLIVE® (Telehealth Services)

[MDLIVE](#)

Phone: 1-800-400-6354

TruHearing™

Phone: 1-800-334-1807

EyeMed

Phone: 1-866 939-3633

LogistiCare (Transportation Services)

Phone: 1-844-452-9383

SUPPORTING VENDORS, cont.	
Durable Medical Equipment / Home Health	Online Provider Directory Provider Finder
Blue Cross Medicare Advantage HMO (Outpatient Clinical Reference Lab Services)	Providers should refer to in-network Clinical Reference Labs. Refer to Provider Finder for in-network Blue Cross Medicare Advantage HMO providers.
SUPPORTING VENDORS (CONTINUED)	
Blue Cross Medicare Advantage PPO (Outpatient Clinical Reference Lab Services)	Clinical Pathology Laboratories Phone: 1-800-595-1275 LabCorp Phone: 1-800-845-6167 Quest Diagnostics Phone: 1-888-277-8772
Center for Medicare and Medicaid (CMS) Website	CMS
Pharmacy Prime Therapeutics LLC – Member Services	Member Services Phone: 1-855-457-0007
Pharmacy Prime Therapeutics LLC – Provider Contact Center	Prime Therapeutics LLC Medicare Part D Phone: 1-877-277-7898 PDP Individual Phone: 1-800-693-6704 PDP Group Phone: 1-877-838-3833

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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.

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Please note that checking of eligibility and benefits information, and/or the fact that any pre-service review has been conducted, is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's certificate of coverage applicable on the date services were rendered.

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