



## Blue Advantage HMO<sup>SM</sup> Key Contacts List

<b>Provider Customer Service</b>	<b>1-800-451-0287</b>
<b>Member Customer Service</b>	<b>1-888-697-0683</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 and 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-Availty (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>	Electronic Payor ID: <b>84980</b>
<b>Paper Medical Claim Submission Address</b>	Blue Advantage HMO P O Box 660044 Dallas, TX 75266-0044
<b>AIM Specialty Health®</b>	Call: <b>1-800-859-5299</b> Website: <a href="https://aimspecialtyhealth.com/providerportal/">https://aimspecialtyhealth.com/providerportal/</a>
<b>Outpatient Clinical Reference Lab</b>	Providers should refer to in-network Clinical Reference Labs. Refer to <i>Provider Finder</i> ( <a href="https://www.bcbstx.com/find-a-doctor-or-hospital">https://www.bcbstx.com/find-a-doctor-or-hospital</a> ) for Blue Advantage in-network labs.
<b>Behavioral Health</b>	Magellan Behavioral Health Providers of Texas, Inc. (Magellan) <b>1-800-729-2422</b>
<b>EyeMed Vision</b>	Vision Member Services <b>1-800-278-7916</b>
<b>Dental</b>	<b>Blue Advantage HMO</b> members under age 20 benefits includes dental. For more information call: Dental Network of America at <b>1-800-820-9994.</b>
<b>Medical Appeals &amp; Grievances</b>	Blue Advantage HMO Appeals & Grievances P O Box 660044 Dallas, TX 75266-0044 Fax: <b>1-877-389-7594</b> Phone: <b>1-800-521-2227</b>
<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. AIM Specialty Health is an independent medical benefits management company that provides utilization management services for Blue Cross and Blue Shield of Texas (BCBSTX).

Updated 03/12/2021