

## Blue Essentials<sup>SM</sup> Key Contact List

<b>Provider Customer Service</b>		<b>1-877-299-2377</b>
<p><b>Availity® Portal</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 an 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 Portal:</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/education/education/tools/availity-authorizations">https://www.bcbstx.com/provider/education/education/tools/availity-authorizations</a></li> <li>• <b>Availity Authorizations &amp; Referrals Information:</b> <a href="https://www.bcbstx.com/provider/tools/availity-authorizations.html">https://www.bcbstx.com/provider/tools/availity-authorizations.html</a></li> </ul>		
<b>Electronic Medical Claim Submission</b>	<b>Blue Essentials</b> Electronic Payor ID: <b>84980</b>	
<b>Paper Medical Claim Submission Address</b>	<b>Blue Essentials</b> 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 Provider Finder <a href="https://www.bcbstx.com/find-care/providers-in-your-network/find-a-doctor-or-hospital.html">https://www.bcbstx.com/find-care/providers-in-your-network/find-a-doctor-or-hospital.html</a> for in-network Blue Essentials providers.	
<b>Behavioral Health</b>	<b>Blue Cross and Blue Shield of Texas</b> Behavioral Health Services <b>1-800-528-7264</b>	
<b>Eye Med</b>	EyeMed Vision Member Services <b>1-844-684-2255</b>	
<b>Medical Appeals &amp; Grievances</b>	<b>Blue Essentials</b> Appeals & Grievances P O Box 660044 Dallas, TX 75266-0044  Appeals & Grievances Fax: <b>1-877-389-7594</b> Appeals & Grievances 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> )	<b>Online Provider Directory</b> ( <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.

Updated 05/06/22

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 BCBSTX  
AIM Specialty Health is an independent medical benefits management company that provides utilization management services for Blue Cross and Blue Shield of Texas (BCBSTX).  
BCBSTX makes no endorsement, representations or warranties regarding third party vendors and the products and services they offer.  
Please note that verification 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.