

MyBlue HealthSM Key Contacts List

Provider Customer Service	Phone: 800-451-0287
Member Customer Service	Phone: 888-697-0683
Language Line offers Translation Services This option makes hundreds of languages available within 5 minutes.	Phone: 800-874-9426 for Group business supply code 70432 866-874-3972 for Retail business supply code 70664
Availity® Essentials (<i>Obtain eligibility and benefits, authorizations and referrals, claims, claim status and remittance.</i>) Availity Authorizations & Referrals (<i>Online tool used to request referrals for specialty care, prior authorizations for inpatient admissions and select outpatient services managed by Blue Cross and Blue Shield of Texas Medical Management.</i>) <ul style="list-style-type: none"> • Availity Portal: http://www.availity.com/essentials • Availity Phone Number: 800-Availty (282-4548) • Availity Information: https://www.bcbstx.com/provider/claims/claims-eligibility/edi-commerce/edi-availity • Availity Authorizations & Referrals Information: https://www.bcbstx.com/provider/education/education/tools/availity-authorizations 	
Behavioral Health	Magellan Behavioral Health Providers of Texas, Inc. (Magellan) Phone: 800-729-2422 Website: https://www.magellanprovider.com
BCBSTX Medical Care Management Department (<i>Clinical information for a prior authorization or predetermination for medical healthcare services, i.e., inpatient or outpatient hospitalization and/or surgical procedure</i>)	Phone: 855-896-2701
Carelon Medical Benefits Management	Phone: 800-859-5299 Website: Carelon Provider Portal
Electronic Medical Claim Submission	MyBlue Health Electronic Payor ID: 84980
EyeMed®	Phone: 844-684-2255 Website: https://eyemed.com/en-us
Medical Appeals & Grievances	MyBlue Health Appeals & Grievances P O Box 660044 Dallas, TX 75266-0044 Appeals & Grievances Phone: 800-521-2227 Fax: 877-389-7594

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Outpatient Clinical Reference Lab	<p>Statewide In-Network Clinical Labs for HMO members include:</p> <ul style="list-style-type: none"> • Clinical Pathology Laboratory (CPL) - contact CPL at 800-595-1275 or visit CPL's website • Laboratory Corporation of America® (LabCorp) - contact LabCorp at 888-522-2677 or visit LabCorp's website • Quest Diagnostics, Inc.® - contact Quest at 888-277-8772 or visit Quest's website <p>Refer to Provider Finder[®] https://www.bcbstx.com/find-care/providers-in-your-network/find-a-doctor-or-hospital.html for other MyBlue Health in-network lab providers.</p>
Paper Medical Claim Submission Address	<p>MyBlue Health P.O. Box 660044 Dallas, TX 75266-0044</p>
Provider Status (To verify a provider's status, access the Online Provider Directory)	<p>Online Provider Directory (Provider Finder)</p>
Virtual Visits Telemedicine and Telehealth Services	<p>Website: https://www.bcbstx.com/provider/clinical/clinical-resources/tele-services</p>

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 BCBSTX

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