



Blue Cross Medicare Advantage Provider Quick Reference Guide

Note: If your request is for a service covered under a capitated independent physician association (IPA), 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 SupplementSM
- BlueStagesSM

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

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

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
[Blue Cross Medicare Advantage HMO Provider Finder](#)
[Blue Cross Medicare Advantage PPO Provider Finder](#)

Blue Cross Medicare Advantage (HMO)SM Renaissance Physician Organization (RPO) IPA Provider Finder
(To access the Online Provider Directory)

Online Provider Directory
[Renaissance Physician Organization](#)

Blue Cross Medicare Advantage HMO Valley Organized Physicians (VOP) IPA *(To access the Online Provider Directory)*

Online Provider Directory
[Valley Organized Physicians](#)

Blue Cross Medicare Advantage HMO El Paso Integral Care (EPIC) IPA *(To access the Online Provider Directory)*

Online Provider Directory
[El Paso Integral Care \(EPIC\)](#)

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
1-800-282-4548

Paper Medical Claim Submission

Blue Cross Medicare Advantage
Medical Claims Payment Request
P.O. Box 4195
Scranton, PA 18505

All Other General Correspondence
(By Mail)

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

Medical Appeals & Disputes

Blue Cross Medicare Advantage
Appeals & Disputes
P.O. Box 4288
Scranton, PA 18505
Fax (Appeals): 1-855-674-9185
Fax (Disputes): 1-855-674-9189



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SUPPORTING DEPARTMENTS	
Blue Cross Medicare Advantage Marketing Department	Phone: 1-866-292-6745
Blue Cross Medicare Advantage Pharmacy Department	Phone: 1-844-624-2549

UTILIZATION MANAGEMENT/PRIOR AUTHORIZATION	
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Blue Cross Medicare Advantage Utilization Management Department <i>(For Medical & Behavioral Health Services and Medical Coverage Determination, Medical Appeals, Medical Grievances)</i>	Phone: 1-855-390-6573 Fax: 1-855-874-4711 Fax: 1-855-674-9185 Fax: 1-855-674-9189
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Availity® Authorizations & Referrals:
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.

Online-> [Availity Authorizations & Referrals](#)

Blue Cross Medicare Advantage eviCore® Prior Authorization	eviCore Healthcare Web Portal Phone: 1-855-252-1117
Disease/Care Management Programs <i>(For Medical & Behavioral Health)</i>	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)	
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Blue Cross Medicare Advantage Behavioral Health Customer Service Blue Cross Medicare Advantage PPO	Phone: 1-877-774-8592
Magellan - Behavioral Health Customer Service Blue Cross Medicare Advantage HMO Blue Cross Medicare Advantage DSNP	Phone: 1-800-327-9251
Magellan Internal Number for Referrals	Phone: 1-855-390-6573
Magellan <i>(Electronic Claim Submission)</i>	Magellan Electronic Payor ID: 01260

SUPPORTING VENDORS	
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Dental Networks of America®	Phone: 1-800-972-7565
TruHearing™	Phone: 1-800-334-1807
EyeMed	Phone: 1-866 939-3633
LogistiCare <i>(Transportation Services)</i>	Phone: 1-844-452-9383
Durable Medical Equipment / Home Health	Online Provider Directory Blue Cross Medicare Advantage HMO Provider Finder Blue Cross Medicare Advantage PPO Provider Finder
Blue Cross Medicare Advantage HMO <i>(Outpatient Clinical Reference Lab Services)</i>	Providers should refer to in-network Clinical Reference Labs. Refer to <i>Provider Finder</i> (https://www.bcbstx.com/find-a-doctor-or-hospital) for in-network Blue Cross Medicare Advantage HMO providers.



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Blue Cross Medicare Advantage PPO <i>(Outpatient Clinical Reference Lab Services)</i>	Quest Diagnostics Phone: 1-888-277-8772 Clinical Pathology Laboratories Phone: 1-800-595-1275 LabCorp Phone: 1-800-845-6167
Center for Medicare and Medicaid Website	www.cms.gov
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

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.

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.

The vendors are solely responsible for the products or services they offer. If you have any questions regarding any of the products or services they offer, you should contact the vendor(s) directly.

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.

 By clicking this link, you will go to a new website/app ("site"). This new site may be offered by a vendor or an independent third party. The site may also contain non-Medicare related information. In addition, some sites may require you to agree to their terms of use and privacy policy.