



Blue Cross Medicare Advantage Provider Quick Reference Guide

Effective January 1, 2024, Magellan will no longer be contracted with Blue Cross Blue Shield of Texas (BCBSTX) for Behavioral Health (BH) Services for both Blue Cross Medicare Advantage HMOSM and Blue Cross Medicare Advantage Dual Care (HMO SNP)^{SM*}

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 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
P.O. Box 3686 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

New Mailing Address (Appeals):
Blue Cross Medicare Advantage
Attn: Appeals Department
PO Box 663099
Dallas, TX 75266

New Fax (Appeals): 1-800-419-2009



	<p>Mailing Address (Grievances): Blue Cross Medicare Advantage Attn: Grievances Department PO Box 4288 Scranton, PA 18505 Fax (Grievances): 1-855-674-9189</p>
UTILIZATION MANAGEMENT/PRIOR AUTHORIZATION	
<p>Blue Cross Medicare Advantage Utilization Management Department (For Medical & Behavioral Health Services and Medical Coverage Determination, Medical Appeals, Medical Grievances)</p>	<p>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</p>
<p>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</p>	
<p>Blue Cross Medicare Advantage eviCore® Prior Authorization</p>	<p>eviCore Healthcare Web Portal Phone: 1-855-252-1117</p>
<p>Disease/Care Management Programs (For Medical & Behavioral Health)</p>	<p>Phone: 1-855-390-6567</p>
<p>Medical Care Management Department</p>	<p>Phone: 1-877-774-8592</p>
<p>Referral and Prior Authorization List</p>	<p>Referral and Prior Authorization Lists</p>
BLUE CROSS MEDICARE ADVANTAGE HMO/PPO/DSNP (Behavioral Health)	
<p>Blue Cross Medicare Advantage (Behavioral Health Customer Service) Blue Cross Medicare Advantage PPO Blue Cross Medicare Advantage HMO eff. 1/1/2024* Blue Cross Medicare Advantage SNP eff. 1/1/2024*</p>	<p>Phone: 1-877-774-8592</p>
<p>*Magellan (Behavioral Health Customer Service) Blue Cross Medicare Advantage HMO Blue Cross Medicare Advantage DSNP</p>	<p>Phone: 1-800-327-9251 until 12/31/2023</p>
<p>*Magellan Internal Number for Referrals</p>	<p>Phone: 1-855-390-6573 until 12/31/2023</p>
<p>*Magellan (Electronic Claim Submission)</p>	<p>Magellan Electronic Payor ID: 01260 until 12/31/2023</p>
SUPPORTING VENDORS	
<p>Dental Networks of America®</p>	<p>Phone: 1-800-972-7565</p>
<p>MDLIVE® (Telehealth Services)</p>	<p>MDLIVE Phone: 1-800-400-6354</p>
<p>TruHearing™</p>	<p>Phone: 1-800-334-1807</p>
<p>EyeMed</p>	<p>Phone: 1-866 939-3633</p>
<p>LogistiCare (Transportation Services)</p>	<p>Phone: 1-844-452-9383</p>



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

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. BCBSTX makes no endorsement, representations or warranties regarding third party vendors and the products and services they offer..

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.

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.

Virtual Visits, Powered by MDLIVE may not be available on all plans. Virtual Visits are subject to the terms and conditions of your benefit plan, including benefits, limitations, and exclusions. MDLIVE operates subject to state regulations and may not be available in certain states. MDLIVE is not an insurance product nor a prescription fulfillment warehouse. MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA-controlled substances, non-therapeutic drugs and certain other drugs that may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services.

MDLIVE operates and administers the virtual visit program and is solely responsible for its operations and that of its contracted providers. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc. and may not be used without written permission.