

HealthSelect of Texas® & Consumer Directed HealthSelectSM Key Contacts List

Provider Customer Service	
Provider Customer Service	1-800-451-0287
<p>Availity® Essentials (Obtain eligibility and benefits, authorizations and referrals, claims, claim status and remittance.)</p> <p>Availity Authorizations & Referrals (<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"> • Availity Essentials: http://www.availity.com/essentials • Availity Phone Number: 1-800-Availty (282-4548) • Availity Information: https://www.bcbstx.com/provider/claims/claims-eligibility/edi-commerce/edi-availability • Availity Authorizations & Referrals Information: https://www.bcbstx.com/provider/education/education/tools/availability-authorizations 	
Electronic Medical Claim Submission	HealthSelect of Texas and Consumer Directed HealthSelect Electronic Payor ID: 84980
Paper Medical Claim Submission Address	HealthSelect of Texas and Consumer Directed HealthSelect P. O. Box 660044 Dallas, TX 75266-0044
Outpatient Clinical Reference Laboratory	HealthSelect of Texas and Consumer Directed HealthSelect Outpatient clinical reference laboratory services providers contacts for locations and questions: Quest Diagnostics, Inc. Phone: 1-888-277-8772 Website: QuestDiagnostics.com Clinical Pathology Laboratory (CPL) Phone: 1-800-595-1275 Website: www.cpllabs.com LabCorp, Inc Phone: 1-888-LABCORP Website: www.labcorp.com

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Mental Health and Substance Use Disorders	BCBSTX manages mental health and substance use disorders services for HealthSelect of Texas and Consumer Directed Health Select plans. Out-of State & HealthSelect Secondary are also managed by BCBSTX. Contact the BCBSTX Behavioral Health Unit at 1-800-528-7264 . Use Availity to check benefits, eligibility, claims and prior authorize services.
Telemedicine	MD Live Phone: 1-888-450-1572 Website at MDLIVE.com Doctor on Demand Phone: 1-800-997-6196
Vision	(Call) Superior Vision Services Inc.: 1-877-396-4128
Claims Appeals	HealthSelect of Texas and Consumer Directed HealthSelect of Texas Claims Appeals should be faxed to 1-325-794-2926
Medical Appeals & Grievances	Medical Appeals & Grievances: P O Box 660044 Dallas, TX 75266-0044 Appeals & Grievances Fax: 1-918-551-2011 Appeals & Grievances Phone 1-800-451-0287
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>	1-800-344-2354
To Locate a HealthSelect Provider	https://my.providerfinderonline.com/?ci=healthselectinarea
Important Note: Always make a copy of the front & back of the participant'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.