

# Telephone Directory

## **BlueCare® Service Representatives (Customer Service) - for Providers**

- ☎ BlueCare HMO – 1-800-822-8752
- ☎ BlueCare Traditional (Blue Cross & Blue Shield) – 1-888-827-7117
- ☎ BlueCare PPO – 1-866-262-5635
- ☎ BlueCare EPO – 1-888-345-2353
- ☎ myBlue Choice/Access/Care/Cross – 1-866-262-5635

**Please note: Phone number includes all products under that heading**

## **BlueCare® Service Representatives (Customer Service) - for Members**

- ☎ BlueCare HMO – 1-800-822-8753
- ☎ BlueCare Traditional (Blue Cross & Blue Shield) – 1-800-829-8599
- ☎ BlueCare PPO – 1-888-338-2211
- ☎ BlueCare EPO – 1-888-345-2346
- ☎ myBlue Choice/Access/Care/Cross – 1-888-728-3840

**Please note: Phone number includes all products under that heading**

Provider Relations Department - 1-800-451-4447 or 570-200-4700

Health Management Programs (for Disease, Care and Lifestyle Management) – 1-866-262-4764

Managed Pharmacy Program- 1-800-722-4062 / Fax # (570) 200-6870

Medical Directors - 1-800-462-0900

NaviMedix Customer Service (for system issues)- 1-888-482-8057

First Priority Health Outpatient Non-Participating Authorizations - 1-800-962-5353 & Fax # (570) 200-6840 and Fax # for Pediatric (570) 200-6822

First Priority Health Precertification - 1-800-962-5353

FPLIC, Traditional and FEP Precertification – 1-800-638-0505

FPLIC PPO Precertification – 1-866-262-5623 (includes all PPO products)

FPLIC EPO Precertification – 1-888-345-2360 (includes all EPO products)

Behavioral Health Authorizations – 1-800-258-9808

## FAX NUMBERS

DEPARTMENT	FAX NUMBER
BlueCare Traditional Claims Department	(570) 200-6790
BlueCare PPO Claims Department	<b>(For adjustments, reconsiderations, claims research requests)</b>
BlueCard ITS Claims Department	
FPH Claims Department	
Other Party Liability (OPL)	

<b>Inpatient Acute Requests</b>	1-855-329-8193
<b>Sub-acute Inpatient/Home Health Requests</b>	1-855-329-8194
<b>Outpatient/Predeterminations &amp; all other Requests</b>	1-855-329-8195
<b>First Priority Health Outpatient Non-Par Authorization Requests</b>	(570) 200-6840 (570) 200-6822 (Pediatric)
<b>Provider Relations Department</b>	(570) 200-6880
<b>Credentialing Department</b>	(570) 200-6890
<b>BlueCare Service Representative (Customer Service)</b>	(570) 200-6710
<b>First Priority Health Complaint/Grievance Department</b>	(570) 200-6770
<b>BCNEPA/FPH Pharmacy Department</b>	(570) 200-6870
<b>Behavioral Health</b>	1-888-548-8013 FPH & FPLIC

### NaviNet

NaviNet Customer Care	NaviNet Customer Care is available Monday – Friday, 8:00 a.m. to 11:00 p.m., Saturday 8:00 a.m. – 3:00 pm.	1-888-482-8057
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## PRODUCT INFORMATION

### First Priority Health

#### Legacy Business – Members have not transitioned to a Highmark health plan

<b>Product</b>	<b>Prefix</b>	<b>Paper Claim Address</b>	<b>Telephone # (for providers only)</b>
BlueCare HMO (Base); BlueCare HMO PLUS (POS); CHIP	YZH	First Priority Health PO Box 219617 Kansas City, MO 64121-9617	1-800-822-8752

**First Priority Life Insurance Company (FPLIC)**

**Legacy Business – Members have not transitioned to a Highmark health plan**

<b>Product</b>	<b>Prefix</b>	<b>Claim Address</b>	<b>Telephone # (for providers only)</b>
BlueCare® PPO and BlueCare PPO Qualified High Deductible (QHD)	QFG	Claims PO Box 890179 Camp Hill, PA 17089-0179	1-866-262-5635
BlueCare PPO Customized Groups	EBU, GSQ, LPO, LYB, NNU, NTJ, NTQ, SRI, WOH, WMH		
BlueCare PPO ( <i>purchased on the Shop Exchange</i> )	QFR		
myBlue Choice; myBlue Choice LP (QHDHP) ( <i>on Exchange</i> )  myBlue Choice; myBlue Choice LP (QHDHP) ( <i>off Exchange</i> )  My Blue Cross, a Multi-State Plan ( <i>on Exchange</i> )	QFL  QFF  QFJ		
BlueCare Custom PPO ( <i>formerly BlueCare EPO</i> ) ( <i>member works or resides in- area</i> )	QFI	Claims PO Box 890179 Camp Hill, PA 17089-0179	1-888-345-2353
BlueCare EPO ( <i>member works or resides out-of-area</i> )	QFO		
BlueCare QHD Custom PPO ( <i>formerly BlueCare QHD EPO</i> )	QFI		
AffordaBlue <sup>sm</sup> (EPO 3-Tier) ( <i>off exchange</i> )	QFZ	Claims PO Box 890179 Camp Hill, PA 17089-0179	1-888-345-2353
AffordaBlue ( <i>on Exchange</i> )	QFE		
myBlue Access; myBlue Access LP (QHDHP); myBlue Access Catastrophic ( <i>on Exchange</i> )	QFN	Claims PO Box 890179 Camp Hill, PA 17089-0179	1-866-345-2353
myBlue Access; myBlue Access LP (QHDHP); myBlue Access Catastrophic ( <i>off Exchange</i> )	QFH		

myBlue Care (on Exchange)	QFA	Claims	1-866-345-2353
myBlue Care (off Exchange)	QFB	PO Box 890179 Camp Hill, PA 17089-0179	
Custom PPO (Purchased on the Shop Exchange)	QFQ	Claims PO Box 890179 Camp Hill, PA 17089-0179	1-888-345-2353
BlueCare Traditional	QFT	Claims PO Box 890179 Camp Hill, PA 17089-0179	1-888-827-7117

### Highmark Blue Shield

Product	Prefix	Claim Address	Telephone # (for providers only)
ClassicBlue PPOBlue EPOBlue DirectBlue ShortTermBlue SpecialCare PPOPlus	Various	Highmark Blue Shield PO Box 890173 Camp Hill, PA 17089-0173	1-866-731-8080
MedigapBlue Signature 65	Various	Highmark Blue Shield PO Box 890052 Camp Hill, PA 17089-0052	1-866-763-6695
FreedomBlue PPO	<b>FER, FEM, HQM, TDM</b> (FER & FEM ending 12/31/2014)  <b>Effective 1/1/2015:</b> <b>HRT, USK, HRF</b>	<b>Par Providers: Medical &amp; Surgical (UB 04 &amp;1500):</b> FreedomBlue Claims PO Box 890062 Camp Hill, PA 17089-0062  <b>Non-Par Providers (1500):</b> FreedomBlue Claims PO Box 890062 Camp Hill, PA 17089-0062  <b>Non-Par Providers (UB 04):</b> FreedomBlue Claims PO Box 890179 Camp Hill, PA 17089-0179	Claims/Benefits/Eligibility Member Services: 1-800-550-8722
BlueCard	<b>NUCC 1500 providers</b> – send claims to Highmark BS & contact the phone # on the side for claims questions.	BlueCard Claims Highmark Blue Shield PO Box 890062 Camp Hill, PA 17089-0062	Claims: 1-800-637-3493  Benefits & Eligibility:

	<b>NUBC 1450 providers</b> – send claims to your local Blue Cross & contact your local Blue Cross for claims questions.	BlueCard Claims PO Box 890179 Camp Hill, PA 17089-0179	1-800-676- Blue (2583)  1-888-827-7117
Federal Employee Program (FEP)		FEP Claims Highmark Blue Shield PO Box 890062 Camp Hill, PA 17089-0062  *This is for providers who bill on a CMS 1500 form.	1-866-763-3608 (Blue Shield # for claims and eligibility)
Federal Employee Program (FEP) (Institutional Claims)		Blue Cross of NEPA FEP Claims PO Box 890179 Camp Hill, PA 17089-0179  *This is for providers who bill on a NUBC 1450 form.	1-800-618-3337 (Blue Cross # for claims and eligibility)

### Highmark Blue Shield - Miscellaneous

FreedomBlue Authorizations			1-866-731-8080
Highmark Blue Shield	Predeterminations	Pre-Authorization PO Box 890041 Camp Hill, PA 17089-0041	
Physician Precertification Inquires	Precerts for providers who are calling for a member to be seen at a facility in the BCNEPA service area		1-800-638-0505
Highmark EDI Department	Electronic claims billing	Payor ID # 4210	1-800-992-0246
Highmark Fee Schedule	To obtain a copy of PremierBlue Shield allowances for the most frequently reported codes for your specialty, or a copy of your Highmark Blue Shield UCR profile, send in a letter of request to the address listed on the side.  Include your full name, address and Highmark Blue Shield provider number, and indicate whether you are requesting your UCR profile, PremierBlue Shield allowances, or both.	Fee Based pricing and Analysis Highmark Blue Shield PO Box 890089 Camp Hill, PA 17089-0089	

Behavioral Health Authorizations	FreedomBlue PPO  Other plans		1-800-628-0816 Option 3  1-866-731-8080
Radiology Management Program - Authorizations	Outpatient, non-emergency advanced imaging for selected CT scans, selected MRI and MRA scans and PET scans. If NaviNet-enabled, use the authorization function on NaviNet.  If not NaviNet enabled, call National Imaging Associates, Inc.		1-866-731-2045 Option 4