

2024 Provider Contact Reference Guide Updated April 2024

Confused about where to go for answers?

Finding the right contact may save you time. Sometimes it's easy to know where to go for assistance. At other times, it's less clear. Use this chart to help guide you to the best point of contact for your answer.

ACRONYM LEGEND			
MA	Medicare Advantage	EFT	Electronic Funds Transfer
HMK	Healthy Montana Kids	ERM	Electronic Refund Management
CAQH	Council for Affordable Quality Healthcare (online Credentialing Tool)	FEP®	Federal Employee Program

Availity® Essentials	Group, BlueCard®, Individual Provider Customer Service	MA/HMK/FEP Provider Customer Service	Appeals/Disputes	Contract Request/Adding New Providers	Demographic Changes	Carelon Prior Authorizations	Medical Management	Credentialing, Network Representative	Network Consultant	Value Based Care
availity.com 800-282-4548	800-447-7828 Option 2	FEP® 800-634-3569	Contact Based on Member Policy Group & Individual Appeals Non-Emergent F: 866-589-8256 Emergent F: 406-441-5569	Provider Contract Requests Please fill out and submit the Provider OnBoarding form located at: https://www.bcbsmt.com/provider/network-participation/network/update-your-provider-network	Demographic Change Form located at: https://www.bcbsmt.com/provider/network-participation/network/update-your-provider-network	844-377-1285 https://providerportal.com/	Contact Based on Member Policy FEP Prior Authorization 877-885-3751	Credentialing hcsx6100@bcbsmt.com	Maggie Barnes maggie_barnes@bcbsmt.com	mt_valuebasedcareteam@bcbsmt.com
Benefits Questions	Claims Questions & Issues	HMK 855-258-3489	HMK Appeals Non-Emergent F: 866-589-8256 Emergent F: 406-441-5569	Please fill out and submit the Provider OnBoarding form located at: https://www.bcbsmt.com/provider/network-participation/how-to-join	• Legal Name • Office Physical Address/ Telephone/Fax/Email/ Hours of Operation • Billing Address/ Telephone/Fax/Email • Credentialing Address/ Telephone/Fax/Email • Administrative/ Correspondence Address/Telephone/ Fax/Email • Other Provider Updates • Remove Provider from Group/Location	Evicore Prior Authorizations 855-252-1117 clientservices@evicore.com https://www.evicore.com/pages/providerlogin.aspx	Case Management 855-313-8908	CAQH Issues Credentialing Issues	Brian Coble brian_coble@bcbsmt.com	Value Based Care Programs Contracting, Incentives, and Gap Reports
Claim Status	Member Eligibility	MA Individual 877-774-8592	MA Claim Disputes Blue Cross Medicare AdvantageSM Attn: Claims Disputes PO Box 4555 Scranton, PA 18505 F: 855-674-9192			MA Prior Authorization Required for Specialty Utilization Management	Disease Management 866-412-8795	Network Representative	Grace Zeigler grace_zeigler@bcbsmt.com	
Coding Logic Tool	Remit Questions & Requests	MA Group 877-299-1008	MA Clinical Appeals Blue Cross Medicare Advantage Attention: Appeals Department PO Box 663099 Dallas, TX 75266			MA Prior Authorization Required for Specialty Utilization Management	HMK Recommended Clinical Review & Prior Authorization P: 855-699-9907 F: 855-610-5684	Message Box 406-437-6100 hcsx6100@bcbsmt.com	Contract Negotiations	TriWest
Compensation Policies	Prior Authorization Status	Claims Questions & Issues	Standard Appeals F: 800-419-2009 Expedited Appeals F: 800-338-2227			Group & Individual Recommended Clinical Review Requests for: Radiation Therapy & Molecular & Genomic Testing	BH Prior Authorization P: 855-313-8909 F: 855-649-9681	Leave a message. We will respond within 48 hours.	Pricing	Claim Status or Routine Inquiry 866-651-4977
EFT & ERA Enrollment & Changes	Behavioral Health 800-528-7264	Benefits Questions				MA Prior Authorization Required for Specialty Utilization Management	HMK Recommended Clinical Review & Prior Authorization P: 855-699-9907 F: 855-610-5684	Effective Date Questions	Persistent Global Issues	Provider's Zip Code will route to WPS for Legacy Region and TriWest for Expansion Region
Electronic Refund Management (ERM)	BlueCard Prior Authorization https://www.bcbsmt.com/provider/standards-and-requirements/medical-policies-precert-router	Member Eligibility				MA Prior Authorization Required for Specialty Utilization Management	BH Prior Authorization P: 855-313-8909 F: 855-649-9681	Global Reimbursement Issues	Process Questions	Provider Handbook – Billing & Claims: https://www.triwest.com/en/provider-handbook/billing-and-claims/
Fee Schedule	Prior Authorization Status	Remit Questions & Requests				MA Prior Authorization Required for Specialty Utilization Management	BH Prior Authorization P: 855-313-8909 F: 855-649-9681	Provider Manual Questions	Provider Education	Provider Handbook – Billing & Claims: https://www.triwest.com/en/provider-handbook/billing-and-claims/
Medical Policies	MA Peer to Peer Scheduling 800-981-2795	Prior Authorization Status				MA Prior Authorization Required for Specialty Utilization Management	BH Prior Authorization P: 855-313-8909 F: 855-649-9681	Credentialing Questions	Network Questions	Network Participation: https://joinournetwork.triwest.com/
Member Eligibility	Program Information https://www.bcbsmt.com/provider/standards-and-requirements/blue-card					MA Prior Authorization Required for Specialty Utilization Management	BH Prior Authorization P: 855-313-8909 F: 855-649-9681	High Dollar Claims Issues (\$100,000+)		
Prior Authorization Requests						MA Prior Authorization Required for Specialty Utilization Management	BH Prior Authorization P: 855-313-8909 F: 855-649-9681			
Provider Claim Summary						MA Prior Authorization Required for Specialty Utilization Management	BH Prior Authorization P: 855-313-8909 F: 855-649-9681			
Remittance Notices						MA Prior Authorization Required for Specialty Utilization Management	BH Prior Authorization P: 855-313-8909 F: 855-649-9681			
BlueApprovR® Prior Authorizations availity.com Select Applications tab and click BlueApprovR						MA Prior Authorization Required for Specialty Utilization Management	BH Prior Authorization P: 855-313-8909 F: 855-649-9681			

Information subject to change.

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 BCBSMT.

eviCore healthcare (eviCore) is an independent specialty medical benefits management company that provides utilization management services for BCBSMT.

Carelon Health Benefits Management (Carelon) is an independent company that has contracted with BCBSMT to provide utilization management services for members with coverage through BCBSMT.

BCBSMT makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.