

# 2025 Provider Contact Reference Guide Updated February 2025

**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			
<b>MA</b>	Medicare Advantage	<b>EFT</b>	Electronic Funds Transfer
<b>HMK</b>	Healthy Montana Kids	<b>ERM</b>	Electronic Refund Management
<b>CAQH</b>	Council for Affordable Quality Healthcare (online Credentialing Tool)	<b>FEP®</b>	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	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	Provider Contract Requests  Please fill out and submit the Provider OnBoarding form located at: <a href="https://www.bcbsmt.com/provider/network/update-your-provider-network">https://www.bcbsmt.com/provider/network/update-your-provider-network</a>	Demographic Change Form located at: <a href="https://www.bcbsmt.com/provider/network/update-your-provider-network">https://www.bcbsmt.com/provider/network/update-your-provider-network</a>	844-377-1285 <a href="https://providerportal.com/">https://providerportal.com/</a>	Contact Based on Member Policy	<a href="mailto:hcsx6100@bcbsmt.com">hcsx6100@bcbsmt.com</a>	<a href="mailto:hcsx6100@bcbsmt.com">hcsx6100@bcbsmt.com</a>	<a href="mailto:mt_valuebasedcareteam@bcbsmt.com">mt_valuebasedcareteam@bcbsmt.com</a>	
Benefits Questions	Claims Questions & Issues	HMK 855-258-3489	Group & Individual Appeals Non-Emergent F: 866-589-8256 Emergent F: 406-441-5569		<ul style="list-style-type: none"><li>• Legal Name</li><li>• Office Physical Address/ Telephone/Fax/Email/ Hours of Operation</li><li>• Billing Address/ Telephone/Fax/Email</li><li>• Credentialing Address/ Telephone/Fax/Email</li><li>• Administrative/ Correspondence Address/Telephone/ Fax/Email</li><li>• Other Provider Updates</li><li>• Remove Provider from Group/Location</li></ul>	<a href="https://www.bcbsmt.com/provider/network/update-your-provider-network">https://www.bcbsmt.com/provider/network/update-your-provider-network</a>	FEP Prior Authorization 877-885-3751	Leave a message. We will respond within 48 hours.	Contract Negotiations	Value Based Care Programs Contracting, Incentives, and Gap Reports	
Claim Status	Benefits Questions	MA Individual 877-774-8592	HMK Appeals Non-Emergent F: 866-589-8256 Emergent F: 406-441-5569				Evicore Prior Authorizations	Case Management 855-313-8908	Effective Date Questions		Pricing
Coding Logic Tool	Member Eligibility	MA Group 877-299-1008						Disease Management 866-412-8795	Global Reimbursement Issues		Persistent Global Issues
Compensation Policies	Remit Questions & Requests	Claims Questions & Issues						HMK Recommended Clinical Review & Prior Authorization P: 855-699-9907 F: 855-610-5684	Provider Manual Questions		Process Questions
EFT & ERA Enrollment & Changes	Prior Authorization Status	Benefits Questions						BH Prior Authorization P: 855-313-8909 F: 855-649-9681	Network Questions	Provider Education	
Electronic Refund Management	Behavioral Health 800-528-7264	Member Eligibility	MA Prior Authorization Required for Specialty Utilization Management				High Dollar Claims Issues (\$100,000+)				
Fee Schedule	BlueCard Prior Authorization <a href="https://www.bcbsmt.com/provider/standards-and-requirements/medical-policies-precert-router">https://www.bcbsmt.com/provider/standards-and-requirements/medical-policies-precert-router</a>	Remit Questions & Requests	Group & Individual Recommended Clinical Review Requests for: Radiation Therapy & Molecular & Genomic Testing				CAQH Issues				
Medical Policies		Prior Authorization Status	MA Claim Disputes Blue Cross Medicare Advantage <sup>SM</sup> Attn: Claims Disputes PO Box 4555 Scranton, PA 18505 F: 855-674-9192				Dental				
Member Eligibility		MA Peer to Peer Scheduling 800-981-2795	MA Clinical Appeals Blue Cross Medicare Advantage Attention: Appeals Department PO Box 663099 Dallas, TX 75266								
Prior Authorization Requests		Program Information <a href="https://www.bcbsmt.com/provider/standards-and-requirements/blue-card">https://www.bcbsmt.com/provider/standards-and-requirements/blue-card</a>	Standard Appeals F: 800-419-2009 Expedited Appeals F: 800-338-2227								
Provider Claim Summary	BlueApprovR® Prior Authorizations availity.com	MA Peer to Peer Scheduling 800-981-2795	MA Clinical Appeals Blue Cross Medicare Advantage Attention: Appeals Department PO Box 663099 Dallas, TX 75266	Dental Benefits Customer Service: 888-381-9727  (Monday through Friday, 7 a.m. to 6 p.m. MST.)							
Remittance Notices					Program Information <a href="https://www.bcbsmt.com/provider/standards-and-requirements/blue-card">https://www.bcbsmt.com/provider/standards-and-requirements/blue-card</a>	Standard Appeals F: 800-419-2009 Expedited Appeals F: 800-338-2227					
Select Applications tab and click BlueApprovR											

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.