

2022 Provider Contact Reference Guide Updated April 2022

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®	BCBSMT Provider Portal	Group, BlueCard & Individual Provider Customer Service	MA/HMK/FEP Provider Customer Service	Appeals/ Disputes	Contract Request/Adding New Providers	AIM Preauthorizations	Medical Management	Credentialing & Network Representative	Network Consultant	Value Based Care
availity.com 800-282-4548	bcbsmt.com/provider	800-447-7828 Option 2	FEP® 800-634-3569 HMK 855-258-3489 MA Individual 877-774-8592 MA Group 877-299-1008	Contact Based on Member Policy Group & Individual Appeals Non-Emergent F: 866-589-8256 Emergent F: 406-441-5569 HMK 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/how-to-join	844-377-1285 https://aimspecialtyhealth.com/providerportal/	Contact Based on Member Policy FEP Precertification 877-885-3751 MH/CD 877-885-3751 Case Management 800-462-3275 Disease Management 866-412-8795	Credentialing hcsx6100@bcbsmt.com CAQH Issues Credentialing Issues Network Representative Message Box 406-437-6100 hcsx6100@bcbsmt.com Leave a message. We will respond within 48 hours. Effective Date Questions Global Reimbursement Issues Provider Manual Questions Credentialing Questions Network Questions High Dollar Claims Issues (\$100,000+)	Christy McCauley christy_mccauley@bcbsmt.com Brian Coble brian_coble@bcbsmt.com Contract Negotiations Pricing Persistent Global Issues Process Questions Provider Education	mt_valuebasedcareteam@bcbsmt.com Value Based Care Programs Contracting, Incentives, and Gap Reports
Remittance Notices	Medical Policies Fee Schedule Compensation Policies	Claims Questions & Issues Benefits Questions Member Eligibility Remit Questions & Requests Authorization Status	Claims Questions & Issues Benefits Questions Member Eligibility Remit Questions & Requests Prior Authorization Status MA Peer to Peer Scheduling 800-981-2795	MA Claim Disputes Blue Cross Medicare AdvantageSM Attn: Claims Disputes PO Box 4555 Scranton, PA 18505 F: 855-674-9192	Demographic Changes Demographic Change Form located at: https://www.bcbsmt.com/provider/network-participation/update-your-provider-network	Evicore Authorizations 855-252-1117 clientservices@evicore.com https://www.evicore.com/pages/providerlogin.aspx	HMK Precertification & Predetermination P: 855-699-9907 F: 855-610-5684 BH Preauthorization P: 855-313-8909 F: 855-649-9681	Message Box 406-437-6100 hcsx6100@bcbsmt.com Leave a message. We will respond within 48 hours. Effective Date Questions Global Reimbursement Issues Provider Manual Questions Credentialing Questions Network Questions High Dollar Claims Issues (\$100,000+)	TriWest Claim Status or Routine Inquiry 866-651-4977 Provider's Zip Code will route to WPS for Legacy Region and TriWest for Expansion Region Provider Quick Reference Guide – Claims: https://www.triwest.com/en/VAPC3-Provider/Quick-Reference-Guides/VAPC3-Provider-Claims-QRG.pdf	
Benefits Questions Claim Status Coding Logic Tool Provider Claim Summary Electronic Refund Management (ERM) Authorization Requests	BlueCard® Precertification/ Pre-authorization https://www.bcbsmt.com/provider/standards-and-requirements/medical-policies-precert-router Program Information https://www.bcbsmt.com/provider/standards-and-requirements/blue-card Password Resets webdesk@bcbsmt.com	Behavioral Health 800-528-7264		MA Clinical Appeals Blue Cross Medicare Advantage Attention: Appeals Department PO Box 663099 Dallas, TX 75266 Standard Appeals F: 800-419-2009 Expedited Appeals F: 800-338-2227	Demographic Change Form located at: https://www.bcbsmt.com/provider/network-participation/update-your-provider-network	MA Prior Authorization Required for Specialty UM Group & Individual Predetermination Requests for: Radiation Therapy & Molecular & Genomic Testing	BH Preauthorization P: 855-313-8909 F: 855-649-9681 Individual Plans Medical Preauthorization 855-458-9444 Group Plans Preauthorization P: 855-313-8914 F: 866-589-8256 Predetermination P: 800-447-7828 F: 866-900-2634	Leave a message. We will respond within 48 hours. Effective Date Questions Global Reimbursement Issues Provider Manual Questions Credentialing Questions Network Questions High Dollar Claims Issues (\$100,000+)	TriWest Claim Status or Routine Inquiry 866-651-4977 Provider's Zip Code will route to WPS for Legacy Region and TriWest for Expansion Region Provider Quick Reference Guide – Claims: https://www.triwest.com/en/VAPC3-Provider/Quick-Reference-Guides/VAPC3-Provider-Claims-QRG.pdf	

Information subject to change.

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