

2023 Provider Contact Reference Guide Updated June 2023

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 Prior Authorization Requests Benefits Questions Claim Status Coding Logic Tool Compensation Policies EFT & ERA Enrollment & Changes Electronic Refund Management (ERM) Fee Schedule Medical Policies Member Eligibility Provider Claim Summary Remittance Notices BlueApprovR® Prior Authorizations availity.com Select Applications tab and click BlueApprovR	800-447-7828 Option 2 Claims Questions & Issues Benefits Questions Member Eligibility Remit Questions & Requests Prior Authorization Status Behavioral Health 800-528-7264 BlueCard Prior 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	FEP® 800-634-3569 HMK 855-258-3489 MA Individual 877-774-8592 MA Group 877-299-1008 Claims Questions & Issues Benefits Questions Member Eligibility Remit Questions & Requests Prior Authorization Status MA Peer to Peer Scheduling 800-981-2795	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 MA Claim Disputes Blue Cross Medicare AdvantageSM Attn: Claims Disputes PO Box 4555 Scranton, PA 18505 F: 855-674-9192 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	Provider Contract Requests Please fill out and submit the Provider OnBoarding form located at: https://www.bcbsmt.com/provider/network-participation/how-to-join	Demographic Change Form located at: https://www.bcbsmt.com/provider/network-participation/network/update-your-provider-network <ul style="list-style-type: none"> 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 	844-377-1285 https://providerportal.com/ Evicore Prior Authorizations 855-252-1117 clientservices@evicore.com https://www.evicore.com/pages/providerlogin.aspx MA Prior Authorization Required for Specialty Utilization Management Group & Individual Recommended Clinical Review Requests for: Radiation Therapy & Molecular & Genomic Testing	Contact Based on Member Policy FEP Prior Authorization 877-885-3751 MH/CD 877-885-3751 Case Management 800-462-3275 Disease Management 866-412-8795 HMK Recommended Clinical Review & Prior Authorization P: 855-699-9907 F: 855-610-5684 BH Prior Authorization P: 855-313-8909 F: 855-649-9681 Individual Plans Medical Prior Authorization 855-458-9444 Group Plans Prior Authorization P: 855-313-8914 F: 866-589-8256 Recommended Clinical Review P: 800-447-7828 F: 866-900-2634 MA Prior Authorization P: 877-774-8592 F: 855-874-4711	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 Grace Zeigler grace_zeigler@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 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 Network Participation: https://joinournetwork.triwest.com/Forms/AddProvider.aspx

Information subject to change.

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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.

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