

2020 Provider Contact Reference Guide Updated April 2020

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	Provider Analysis Specialist	Evicore Authorizations	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 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 C/O Appeals PO Box 4288 Scranton, PA 18505 F: 855-674-9185	hcsspecialists@bcbsmt.com Adding or Removing Networks 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 Changes Please complete the Demographic Change Form located at: https://www.bcbsmt.com/provider/network-participation/update-your-provider-network	855-252-1117 clientservices@evicore.com https://www.evicore.com/pages/providerlogin.aspx MA Prior Authorization Required for Specialty UM Group & Individual Predetermination Requests for: Radiation Therapy & Molecular & Genomic Testing	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 HMK Precertification & Predetermination P: 855-699-9907 F: 855-610-5684 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 MA Preauthorization 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+)	Candice Petersen candice_petersen@bcbsmt.com Laura Knaff laura_knaff@bcbsmt.com Susan Lasich susan_lasich@bcbsmt.com Brittany Avery brittany_avery@bcbsmt.com Christy McCauley christy_mccauley@bcbsmt.com	TriWest Contract Negotiations Pricing Persistent Global Issues Process Questions Provider Education	mt_valuebasedcareteam@bcbsmt.com Value Based Care Programs Contracting, Incentives, and Gap Reports 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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