

BlueAlertSM

of Tennessee | Mission driven
FOR 75 Years

A monthly newsletter for our provider community, featuring important updates and reminders about our company's policies and procedures. All information is broken out by line of business.

BlueCare Tennessee and BlueCare Plus

This article is an addendum to the September 2024 BlueAlert Newsletter. It applies to BlueCare Tennessee and BlueCare Plus lines of business.

Billing Requirement for Professional and Institutional Claims

In the [August 2024 BlueAlert](#), we published an article related to billing professional and institutional claims, and we wanted to provide some additional information. For BlueCare Tennessee and BlueCare Plus claims with dates of service of **Oct. 1, 2024**, and after, the National Provider Identifier (NPI) submitted on professional and institutional claims for the secondary providers must belong to an individual (Type 1 NPI). If the NPI belongs to a group, facility, or other organization/entity (Type 2 NPI), we'll deny the claim or return it unprocessed.

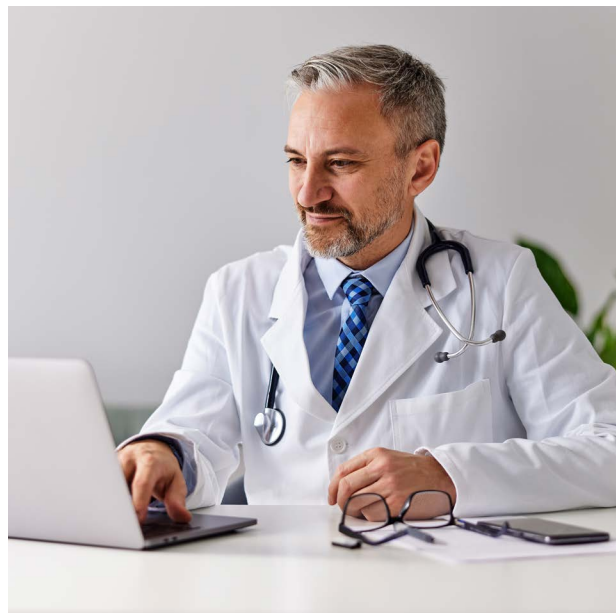
The Division of TennCare requires us to ensure secondary providers submit a Type 1 NPI instead of a Type 2 NPI on professional and institutional claims.

Secondary providers include:

- Attending
- Rendering
- Ordering
- Operating
- Other operating
- Supervising
- Referring

Please note: CHOICES and Department of Disability and Aging (DDA) 1915c claims are excluded from this requirement. For these claims, it's appropriate for the attending provider to not be an individual.

If you have questions about this requirement, please call the [Provider Service line](#) for your patient's plan.



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- Manage prior authorizations
- Enroll a provider
- Request claim status
- View fee schedules and remittance advice
- Manage your contact preferences



PROVIEW™

Be sure your **CAQH ProView™** profile is kept up to date at all times. We depend on this vital information.

Important Note:

If you have moved, acquired an additional location, changed your status for accepting new patients, or made other changes to your practice or facility:

Please visit our payer space at [Availity.com](#) and update your information.

Update your provider profile on the [CAQH Provider Portal](#) website.

Questions? Call 1-800-924-7141.

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Federal Employee Program	1-800-572-1003
Monday-Friday, 8 a.m. to 6 p.m. (ET)	
BlueCare	1-800-468-9736
TennCareSelect	1-800-276-1978
CoverKids	1-800-924-7141
CHOICES	1-888-747-8955
ECF CHOICES	1-888-747-8955
Monday–Friday, 8 a.m. to 6 p.m. (ET)	
BlueCare PlusSM	1-800-299-1407
Seven days/week, 8 a.m. to 6 p.m. (ET)	
Select Community	1-800-292-8196
Monday-Friday, 8 a.m. to 6 p.m. (ET)	
BlueCard	
Benefits & Eligibility	1-800-676-2583
All other inquiries	1-800-705-0391
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BlueAdvantage	1-800-924-7141
Seven days/week, 8 a.m. to 9 p.m. (ET)	
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Phone: Select Option 2 at	(423) 535-5717
Email:	eBusiness_service@bcbst.com
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