

Source of Reference	Answer – Reference specific sections in <i>BlueCare Provider Administration Manual on BlueSource</i> or <b>Provider page of company Web site, bcbst.com.</b>												
Appeals	Refer to Section I.E. BlueCare Appeals Quick Reference Guide; Section XII, Highlights of Provider Agreement												
Behavioral Health Services	Refer to Sections I.D. General Information; Section VIII. C – Utilization Management Program  Premier Behavioral Health Systems of Tennessee 1-800-325-7864  Tennessee Behavioral Health, Inc. 1-800-447-7242												
Billing/Claims Processing	Refer to Section V. Billing and Reimbursement Accept paper, OCR Scannable or Electronic Mail hardcopy to: BlueCare or TennCareSelect PO Box 182277 Chattanooga, TN 37422-7277												
BlueAccess	Access e-Health Services <sup>®</sup> via BlueAccess on the company Web site, bcbst.com for benefits, claims and authorization information, access to Primary Care Practitioner member rosters, remittance advices and much more.  First time users click on the BlueAccess link located on bcbst.com and follow instructions to obtain a user ID and password.  For BlueAccess information, call: <table border="0" data-bbox="332 919 1307 1045"> <tr> <td>East Tennessee</td> <td>Patty Stroupe</td> <td>423-535-3490</td> </tr> <tr> <td>Greater Chattanooga</td> <td>Faye Mangold</td> <td>423-535-2750</td> </tr> <tr> <td>Middle Tennessee</td> <td>Heather Miller</td> <td>615-386-8549</td> </tr> <tr> <td>West Tennessee</td> <td>Debbie Angner</td> <td>901-544-2285</td> </tr> </table> eBusiness Service Center 423-535-5717	East Tennessee	Patty Stroupe	423-535-3490	Greater Chattanooga	Faye Mangold	423-535-2750	Middle Tennessee	Heather Miller	615-386-8549	West Tennessee	Debbie Angner	901-544-2285
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Coding Guidelines	Refer to Section V.F. General Billing Information Addition/deletion of new codes												
Corrected Claims (Claims listed on Remittance Advice Used to adjust a billing error)	Refer to Section V.E. Tips for Completing CMS-1500/CMS-1450 and Electronic Claims												
Credentialing Process	Refer to Section XVII. Credentialing Process Credentialing Dept. 1-800-357-0395, Re-credential minimum of every 3 years												
Dental Care for Children	Refer to Section IV.B. Benefit Exclusions; Section V.N, BlueCare Dental Services provided by Doral Dental USA. Routine services covered for members under age 21. Doral Dental Services of Tennessee 1-888-554-5542												
Eligibility Verification/ Claims Status/ Online Prior Authorizations	<ul style="list-style-type: none"> <li>• BlueAccess and e-Health Services<sup>®</sup> via the Internet, bcbst.com For access information call 1-800-924-7141</li> <li>• BlueCare Provider Service Line: 1-800-468-9736</li> <li>• TennCareSelect Provider Service Line: 1-800-276-1978</li> <li>• See BlueAccess</li> </ul>												
Hospitals, Outpatient Centers, Primary Care Practitioners and Specialist in Plan	List of participating providers can be found in the Network Directory section on company Web site, bcbst.com												
How to Identify a Member	Refer to Section II.C. ID Card (BlueCare) Refer to Section XXI.B, How to Identify a TennCareSelect Member (TennCareSelect)												

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Incomplete Claims (Returned to provider, not listed on Remittance Advice)	<p>Refer to Section V.E. Tips for Completing CMS-1500/CMS-1450 and Electronic Claims</p> <p><b>CMS-1500/CMS-1450</b> Resubmit returned claims with corrections on a <b>new</b> claim form. <u>Do not write or stamp “Correct claim” on the new claim.</u></p> <p><b>Electronic Claims</b> Incomplete claims reflected on the Provider’s Electronic Receipt Confirmation Report should be corrected and electronically resubmitted.</p>						
Laboratory	Refer to Section V. Billing and Reimbursement I.21						
Medical Directors	Chattanooga Jackson Johnson City Knoxville Nashville Memphis TennCare	Inga Himelright, MD Robert L. Yates, MD Inga Himelright, MD Inga Himelright, MD John Wright, MD Robert L. Yates, MD Joseph Thomas, MD	865-558-4693 423-535-7918 865-588-4693 865-588-4693 615-386-8634 423-535-7918 423-535-3401				
Member Information	BlueCare Member Service Line 1-800-468-9698	TennCare <i>Select</i> Member Service Line 1-800-263-5479					
Pharmacy	<p>Refer to Section V.P. Pharmacy Benefits Manager (PBM) Program</p> <p>All TennCare pharmacy claims, excluding home infusion therapy drugs, must be filed with First Health Services Corporation, the pharmacy benefit manager for the State of Tennessee, Bureau of TennCare. Preferred Drug List can be referenced on the Provider page of the company Web site, <a href="http://bcbst.com">bcbst.com</a>. It can also be referenced on the Bureau of TennCare Web site at <a href="http://www.tennessee.gov/tenncare/pharmacy/pdinfo.htm">http://www.tennessee.gov/tenncare/pharmacy/pdinfo.htm</a></p> <p>For drug prior approval, call, fax or mail to First Health Services Corporation as shown below:</p> <p>Telephone: 1-866-434-5524 Fax: 1-866-434-5523 Mail to: First Health Services Corporation 14955 Heathrow Forest Parkway Houston, TX 77032</p>						
Preventive Care	<p>Refer to Section XIV. Preventive Care; Section XX, TENNderCARE</p> <p>TENNderCARE is Tennessee’s early and periodic screening, diagnosis and treatment (EPSDT) Program. See TENNderCARE Tool Kit on the Provider page of the company Web site at <a href="http://www.bcbst.com/providers/TENNderCARE/">http://www.bcbst.com/providers/TENNderCARE/</a>.</p>						
Services Requiring Notification or Prior Authorization	<p>Refer to Section VIII, Utilization Management Program for a list of services requiring notification or prior authorization.</p> <table border="0"> <tr> <td>BlueCare Prior Authorization Lines: Phone: 1-888-423-0131 Fax: 1-800-292-5311</td> <td>TennCare <i>Select</i> Prior Authorization Line: Phone: 1-800-711-4104 Fax: 1-800-292-5311</td> </tr> </table> <p style="text-align: center;"><b>Mail request to:</b></p> <table border="0"> <tr> <td><b>For Notification/Prior Authorization:</b> BlueCare or TennCare <i>Select</i> (specify) P.O. Box 182277 Chattanooga, TN 37422-7277</td> <td><b>For Predeterminations:</b> BlueCare or TennCare <i>Select</i> (specify) P.O. Box 180202 Chattanooga, TN 37402</td> </tr> </table>			BlueCare Prior Authorization Lines: Phone: 1-888-423-0131 Fax: 1-800-292-5311	TennCare <i>Select</i> Prior Authorization Line: Phone: 1-800-711-4104 Fax: 1-800-292-5311	<b>For Notification/Prior Authorization:</b> BlueCare or TennCare <i>Select</i> (specify) P.O. Box 182277 Chattanooga, TN 37422-7277	<b>For Predeterminations:</b> BlueCare or TennCare <i>Select</i> (specify) P.O. Box 180202 Chattanooga, TN 37402
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Services Requiring Referral	Refer to Section VIII. 4. Referrals. Written referral required only for out-of-network providers. However, PCPs should continue to make appropriate appointments to participating specialists and direct members to all emergency rooms as appropriate.						
Vision Care	Refer to Section V.O. Billing Procedures. Routine services covered for members under age 21. Treatment of injury or illness to eye(s) for all members.						