

# 2022 Provider Contact Reference Guide Updated January 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 |   |             |                              |
|----------------|---|-------------|------------------------------|
| <b>MA</b>      | Medicare Advantage  | <b>EFT</b>  | Electronic Funds Transfer    |
| <b>HMK</b>     | Healthy Montana Kids  | <b>ERM</b>  | Electronic Refund Management |
| <b>CAQH</b>    | Council for Affordable Quality Healthcare (online Credentialing Tool) | <b>FEP®</b> | 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  |   |
|---|--|--|---|---|---|--|--|---|---|---|---|
| <a href="http://availity.com">availity.com</a><br><b>800-282-4548</b> | <a href="http://bcbsmt.com/provider">bcbsmt.com/provider</a>   | <b>800-447-7828</b><br>Option 2  | <b>FEP®</b><br><b>800-634-3569</b><br><b>HMK</b><br><b>855-258-3489</b><br><b>MA Individual</b><br><b>877-774-8592</b><br><b>MA Group</b><br><b>877-299-1008</b>  | Contact Based on Member Policy<br><br><b>Group &amp; Individual Appeals</b><br>Non-Emergent<br>F: <b>866-589-8256</b><br>Emergent<br>F: <b>406-441-5569</b><br><br><b>HMK Appeals</b><br>Non-Emergent<br>F: <b>866-589-8256</b><br>Emergent<br>F: <b>406-441-5569</b>   | Provider Contract Requests<br><br>Please fill out and submit the Provider OnBoarding form located at:<br><a href="https://www.bcbsmt.com/provider/network-participation/how-to-join">https://www.bcbsmt.com/provider/network-participation/how-to-join</a>  | <b>844-377-1285</b><br><br><a href="https://aimspecialtyhealth.com/providerportal/">https://aimspecialtyhealth.com/providerportal/</a>   | Contact Based on Member Policy<br><br><b>FEP</b> Precertification<br><b>877-885-3751</b><br><br><b>MH/CD</b><br><b>877-885-3751</b><br><br><b>Case Management</b><br><b>800-462-3275</b><br><br><b>Disease Management</b><br><b>866-412-8795</b><br><br><b>HMK</b><br>Precertification & Predetermination<br>P: <b>855-699-9907</b><br>F: <b>855-610-5684</b><br><br><b>BH Preauthorization</b><br>P: <b>855-313-8909</b><br>F: <b>855-649-9681</b><br><br>Individual Plans Medical Preauthorization<br><b>855-458-9444</b><br><br>Group Plans Preauthorization<br>P: <b>855-313-8914</b><br>F: <b>866-589-8256</b><br><br>Predetermination<br>P: <b>800-447-7828</b><br>F: <b>866-900-2634</b><br><br><b>MA</b><br>Preauthorization<br>P: <b>877-774-8592</b><br>F: <b>855-874-4711</b> | <b>Evicore Authorizations</b><br><br><b>855-252-1117</b><br><a href="mailto:clientservices@evicore.com">clientservices@evicore.com</a><br><br><a href="https://www.evicore.com/pages/providerlogin.aspx">https://www.evicore.com/pages/providerlogin.aspx</a><br><br><b>MA</b> Prior Authorization Required for Specialty UM<br><br><b>Group &amp; Individual</b> Predetermination Requests for: Radiation Therapy & Molecular & Genomic Testing  | <b>Credentialing</b><br><a href="mailto:hcsx6100@bcbsmt.com">hcsx6100@bcbsmt.com</a><br><br>CAQH Issues<br><br>Credentialing Issues<br><br><b>Network Representative</b><br>Message Box<br><b>406-437-6100</b><br><a href="mailto:hcsx6100@bcbsmt.com">hcsx6100@bcbsmt.com</a><br><br>Leave a message. We will respond within 48 hours.<br><br>Effective Date Questions<br><br>Global Reimbursement Issues<br><br>Provider Manual Questions<br><br>Credentialing Questions<br><br>Network Questions<br><br>High Dollar Claims Issues (\$100,000+) | Christy McCauley<br><a href="mailto:christy_mccauley@bcbsmt.com">christy_mccauley@bcbsmt.com</a><br><br>Brian Coble<br><a href="mailto:brian_coble@bcbsmt.com">brian_coble@bcbsmt.com</a><br><br>Contract Negotiations<br><br>Pricing<br><br>Persistent Global Issues<br><br>Process Questions<br><br>Provider Education  | <b>mt_valuebasedcareteam@bcbsmt.com</b><br><br>Value Based Care Programs Contracting, Incentives, and Gap Reports |
| Remittance Notices  | Medical Policies<br>Fee Schedule<br>Compensation Policies  | <b>800-447-7828</b><br>Option 2<br><br>Claims Questions & Issues<br><br>Benefits Questions<br><br>Member Eligibility<br><br>Remit Questions & Requests<br><br>Authorization Status<br><br>EFT Changes<br><a href="mailto:ecommerceservices@bcbsmt.com">ecommerceservices@bcbsmt.com</a><br><br><b>Behavioral Health</b><br><b>800-528-7264</b> | Claims Questions & Issues<br><br>Benefits Questions<br><br>Member Eligibility<br><br>Remit Questions & Requests<br><br>Prior Authorization Status<br><br>EFT Changes<br><a href="mailto:ecommerceservices@bcbsmt.com">ecommerceservices@bcbsmt.com</a><br><br>MA Peer to Peer Scheduling<br><b>800-981-2795</b> | <b>MA Claim Disputes Blue Cross Medicare Advantage<sup>SM</sup></b><br>Attn: Claims Disputes<br>PO Box 4555<br>Scranton, PA 18505<br>F: <b>855-674-9192</b><br><br><b>MA Clinical Appeals</b><br>Blue Cross Medicare Advantage Attention:<br>Appeals Department<br>PO Box 663099<br>Dallas, TX 75266<br><br>Standard Appeals<br>F: <b>800-419-2009</b><br>Expedited Appeals<br>F: <b>800-338-2227</b>   | <b>Demographic Changes</b><br><br>Demographic Change Form located at:<br><a href="https://www.bcbsmt.com/provider/network-participation/update-your-provider-network">https://www.bcbsmt.com/provider/network-participation/update-your-provider-network</a> <ul style="list-style-type: none"> <li>• Legal Name</li> <li>• Office Physical Address/ Telephone/Fax/Email/ Hours of Operation</li> <li>• Billing Address/ Telephone/Fax/Email</li> <li>• Credentialing Address/ Telephone/Fax/Email</li> <li>• Administrative/ Correspondence Address/Telephone/ Fax/Email</li> <li>• Other Provider Updates</li> <li>• Remove Provider from Group/Location</li> </ul> | <b>855-252-1117</b><br><a href="mailto:clientservices@evicore.com">clientservices@evicore.com</a><br><br><a href="https://www.evicore.com/pages/providerlogin.aspx">https://www.evicore.com/pages/providerlogin.aspx</a><br><br><b>MA</b> Prior Authorization Required for Specialty UM<br><br><b>Group &amp; Individual</b> Predetermination Requests for: Radiation Therapy & Molecular & Genomic Testing  | Contact Based on Member Policy<br><br><b>FEP</b> Precertification<br><b>877-885-3751</b><br><br><b>MH/CD</b><br><b>877-885-3751</b><br><br><b>Case Management</b><br><b>800-462-3275</b><br><br><b>Disease Management</b><br><b>866-412-8795</b><br><br><b>HMK</b><br>Precertification & Predetermination<br>P: <b>855-699-9907</b><br>F: <b>855-610-5684</b><br><br><b>BH Preauthorization</b><br>P: <b>855-313-8909</b><br>F: <b>855-649-9681</b><br><br>Individual Plans Medical Preauthorization<br><b>855-458-9444</b><br><br>Group Plans Preauthorization<br>P: <b>855-313-8914</b><br>F: <b>866-589-8256</b><br><br>Predetermination<br>P: <b>800-447-7828</b><br>F: <b>866-900-2634</b><br><br><b>MA</b><br>Preauthorization<br>P: <b>877-774-8592</b><br>F: <b>855-874-4711</b> | <b>Credentialing</b><br><a href="mailto:hcsx6100@bcbsmt.com">hcsx6100@bcbsmt.com</a><br><br>CAQH Issues<br><br>Credentialing Issues<br><br><b>Network Representative</b><br>Message Box<br><b>406-437-6100</b><br><a href="mailto:hcsx6100@bcbsmt.com">hcsx6100@bcbsmt.com</a><br><br>Leave a message. We will respond within 48 hours.<br><br>Effective Date Questions<br><br>Global Reimbursement Issues<br><br>Provider Manual Questions<br><br>Credentialing Questions<br><br>Network Questions<br><br>High Dollar Claims Issues (\$100,000+) | Christy McCauley<br><a href="mailto:christy_mccauley@bcbsmt.com">christy_mccauley@bcbsmt.com</a><br><br>Brian Coble<br><a href="mailto:brian_coble@bcbsmt.com">brian_coble@bcbsmt.com</a><br><br>Contract Negotiations<br><br>Pricing<br><br>Persistent Global Issues<br><br>Process Questions<br><br>Provider Education  | <b>TriWest</b><br><br>Claim Status or Routine Inquiry<br><b>866-651-4977</b><br><br>Provider's Zip Code will route to WPS for Legacy Region and TriWest for Expansion Region<br><br>Provider Quick Reference Guide – Claims:<br><a href="https://www.triwest.com/en/VAPC3-Provider/Quick-Reference-Guides/VAPC3-Provider-Claims-QRG.pdf">https://www.triwest.com/en/VAPC3-Provider/Quick-Reference-Guides/VAPC3-Provider-Claims-QRG.pdf</a> |   |
| Provider Claim Summary  | <b>BlueCard®</b><br>Precertification/ Pre-authorization<br><a href="https://www.bcbsmt.com/provider/standards-and-requirements/medical-policies-precert-router">https://www.bcbsmt.com/provider/standards-and-requirements/medical-policies-precert-router</a> | Benefits Questions<br><br>Member Eligibility<br><br>Remit Questions & Requests<br><br>Authorization Status<br><br>EFT Changes<br><a href="mailto:ecommerceservices@bcbsmt.com">ecommerceservices@bcbsmt.com</a><br><br><b>Behavioral Health</b><br><b>800-528-7264</b>   | Claims Questions & Issues<br><br>Benefits Questions<br><br>Member Eligibility<br><br>Remit Questions & Requests<br><br>Prior Authorization Status<br><br>EFT Changes<br><a href="mailto:ecommerceservices@bcbsmt.com">ecommerceservices@bcbsmt.com</a><br><br>MA Peer to Peer Scheduling<br><b>800-981-2795</b> | <b>Demographic Changes</b><br><br>Demographic Change Form located at:<br><a href="https://www.bcbsmt.com/provider/network-participation/update-your-provider-network">https://www.bcbsmt.com/provider/network-participation/update-your-provider-network</a> <ul style="list-style-type: none"> <li>• Legal Name</li> <li>• Office Physical Address/ Telephone/Fax/Email/ Hours of Operation</li> <li>• Billing Address/ Telephone/Fax/Email</li> <li>• Credentialing Address/ Telephone/Fax/Email</li> <li>• Administrative/ Correspondence Address/Telephone/ Fax/Email</li> <li>• Other Provider Updates</li> <li>• Remove Provider from Group/Location</li> </ul> | <b>855-252-1117</b><br><a href="mailto:clientservices@evicore.com">clientservices@evicore.com</a><br><br><a href="https://www.evicore.com/pages/providerlogin.aspx">https://www.evicore.com/pages/providerlogin.aspx</a><br><br><b>MA</b> Prior Authorization Required for Specialty UM<br><br><b>Group &amp; Individual</b> Predetermination Requests for: Radiation Therapy & Molecular & Genomic Testing   | Contact Based on Member Policy<br><br><b>FEP</b> Precertification<br><b>877-885-3751</b><br><br><b>MH/CD</b><br><b>877-885-3751</b><br><br><b>Case Management</b><br><b>800-462-3275</b><br><br><b>Disease Management</b><br><b>866-412-8795</b><br><br><b>HMK</b><br>Precertification & Predetermination<br>P: <b>855-699-9907</b><br>F: <b>855-610-5684</b><br><br><b>BH Preauthorization</b><br>P: <b>855-313-8909</b><br>F: <b>855-649-9681</b><br><br>Individual Plans Medical Preauthorization<br><b>855-458-9444</b><br><br>Group Plans Preauthorization<br>P: <b>855-313-8914</b><br>F: <b>866-589-8256</b><br><br>Predetermination<br>P: <b>800-447-7828</b><br>F: <b>866-900-2634</b><br><br><b>MA</b><br>Preauthorization<br>P: <b>877-774-8592</b><br>F: <b>855-874-4711</b> | <b>Credentialing</b><br><a href="mailto:hcsx6100@bcbsmt.com">hcsx6100@bcbsmt.com</a><br><br>CAQH Issues<br><br>Credentialing Issues<br><br><b>Network Representative</b><br>Message Box<br><b>406-437-6100</b><br><a href="mailto:hcsx6100@bcbsmt.com">hcsx6100@bcbsmt.com</a><br><br>Leave a message. We will respond within 48 hours.<br><br>Effective Date Questions<br><br>Global Reimbursement Issues<br><br>Provider Manual Questions<br><br>Credentialing Questions<br><br>Network Questions<br><br>High Dollar Claims Issues (\$100,000+)  | Christy McCauley<br><a href="mailto:christy_mccauley@bcbsmt.com">christy_mccauley@bcbsmt.com</a><br><br>Brian Coble<br><a href="mailto:brian_coble@bcbsmt.com">brian_coble@bcbsmt.com</a><br><br>Contract Negotiations<br><br>Pricing<br><br>Persistent Global Issues<br><br>Process Questions<br><br>Provider Education  | <b>TriWest</b><br><br>Claim Status or Routine Inquiry<br><b>866-651-4977</b><br><br>Provider's Zip Code will route to WPS for Legacy Region and TriWest for Expansion Region<br><br>Provider Quick Reference Guide – Claims:<br><a href="https://www.triwest.com/en/VAPC3-Provider/Quick-Reference-Guides/VAPC3-Provider-Claims-QRG.pdf">https://www.triwest.com/en/VAPC3-Provider/Quick-Reference-Guides/VAPC3-Provider-Claims-QRG.pdf</a>   |   |   |
| Authorization Requests  | <b>BlueCard®</b><br>Precertification/ Pre-authorization<br><a href="https://www.bcbsmt.com/provider/standards-and-requirements/medical-policies-precert-router">https://www.bcbsmt.com/provider/standards-and-requirements/medical-policies-precert-router</a> | Benefits Questions<br><br>Member Eligibility<br><br>Remit Questions & Requests<br><br>Authorization Status<br><br>EFT Changes<br><a href="mailto:ecommerceservices@bcbsmt.com">ecommerceservices@bcbsmt.com</a><br><br><b>Behavioral Health</b><br><b>800-528-7264</b>   | Claims Questions & Issues<br><br>Benefits Questions<br><br>Member Eligibility<br><br>Remit Questions & Requests<br><br>Prior Authorization Status<br><br>EFT Changes<br><a href="mailto:ecommerceservices@bcbsmt.com">ecommerceservices@bcbsmt.com</a><br><br>MA Peer to Peer Scheduling<br><b>800-981-2795</b> | <b>Demographic Changes</b><br><br>Demographic Change Form located at:<br><a href="https://www.bcbsmt.com/provider/network-participation/update-your-provider-network">https://www.bcbsmt.com/provider/network-participation/update-your-provider-network</a> <ul style="list-style-type: none"> <li>• Legal Name</li> <li>• Office Physical Address/ Telephone/Fax/Email/ Hours of Operation</li> <li>• Billing Address/ Telephone/Fax/Email</li> <li>• Credentialing Address/ Telephone/Fax/Email</li> <li>• Administrative/ Correspondence Address/Telephone/ Fax/Email</li> <li>• Other Provider Updates</li> <li>• Remove Provider from Group/Location</li> </ul> | <b>855-252-1117</b><br><a href="mailto:clientservices@evicore.com">clientservices@evicore.com</a><br><br><a href="https://www.evicore.com/pages/providerlogin.aspx">https://www.evicore.com/pages/providerlogin.aspx</a><br><br><b>MA</b> Prior Authorization Required for Specialty UM<br><br><b>Group &amp; Individual</b> Predetermination Requests for: Radiation Therapy & Molecular & Genomic Testing   | Contact Based on Member Policy<br><br><b>FEP</b> Precertification<br><b>877-885-3751</b><br><br><b>MH/CD</b><br><b>877-885-3751</b><br><br><b>Case Management</b><br><b>800-462-3275</b><br><br><b>Disease Management</b><br><b>866-412-8795</b><br><br><b>HMK</b><br>Precertification & Predetermination<br>P: <b>855-699-9907</b><br>F: <b>855-610-5684</b><br><br><b>BH Preauthorization</b><br>P: <b>855-313-8909</b><br>F: <b>855-649-9681</b><br><br>Individual Plans Medical Preauthorization<br><b>855-458-9444</b><br><br>Group Plans Preauthorization<br>P: <b>855-313-8914</b><br>F: <b>866-589-8256</b><br><br>Predetermination<br>P: <b>800-447-7828</b><br>F: <b>866-900-2634</b><br><br><b>MA</b><br>Preauthorization<br>P: <b>877-774-8592</b><br>F: <b>855-874-4711</b> | <b>Credentialing</b><br><a href="mailto:hcsx6100@bcbsmt.com">hcsx6100@bcbsmt.com</a><br><br>CAQH Issues<br><br>Credentialing Issues<br><br><b>Network Representative</b><br>Message Box<br><b>406-437-6100</b><br><a href="mailto:hcsx6100@bcbsmt.com">hcsx6100@bcbsmt.com</a><br><br>Leave a message. We will respond within 48 hours.<br><br>Effective Date Questions<br><br>Global Reimbursement Issues<br><br>Provider Manual Questions<br><br>Credentialing Questions<br><br>Network Questions<br><br>High Dollar Claims Issues (\$100,000+)  | Christy McCauley<br><a href="mailto:christy_mccauley@bcbsmt.com">christy_mccauley@bcbsmt.com</a><br><br>Brian Coble<br><a href="mailto:brian_coble@bcbsmt.com">brian_coble@bcbsmt.com</a><br><br>Contract Negotiations<br><br>Pricing<br><br>Persistent Global Issues<br><br>Process Questions<br><br>Provider Education  | <b>TriWest</b><br><br>Claim Status or Routine Inquiry<br><b>866-651-4977</b><br><br>Provider's Zip Code will route to WPS for Legacy Region and TriWest for Expansion Region<br><br>Provider Quick Reference Guide – Claims:<br><a href="https://www.triwest.com/en/VAPC3-Provider/Quick-Reference-Guides/VAPC3-Provider-Claims-QRG.pdf">https://www.triwest.com/en/VAPC3-Provider/Quick-Reference-Guides/VAPC3-Provider-Claims-QRG.pdf</a>   |   |   |
| Remittance Notices  | <b>BlueCard®</b><br>Precertification/ Pre-authorization<br><a href="https://www.bcbsmt.com/provider/standards-and-requirements/medical-policies-precert-router">https://www.bcbsmt.com/provider/standards-and-requirements/medical-policies-precert-router</a> | Benefits Questions<br><br>Member Eligibility<br><br>Remit Questions & Requests<br><br>Authorization Status<br><br>EFT Changes<br><a href="mailto:ecommerceservices@bcbsmt.com">ecommerceservices@bcbsmt.com</a><br><br><b>Behavioral Health</b><br><b>800-528-7264</b>   | Claims Questions & Issues<br><br>Benefits Questions<br><br>Member Eligibility<br><br>Remit Questions & Requests<br><br>Prior Authorization Status<br><br>EFT Changes<br><a href="mailto:ecommerceservices@bcbsmt.com">ecommerceservices@bcbsmt.com</a><br><br>MA Peer to Peer Scheduling<br><b>800-981-2795</b> | <b>Demographic Changes</b><br><br>Demographic Change Form located at:<br><a href="https://www.bcbsmt.com/provider/network-participation/update-your-provider-network">https://www.bcbsmt.com/provider/network-participation/update-your-provider-network</a> <ul style="list-style-type: none"> <li>• Legal Name</li> <li>• Office Physical Address/ Telephone/Fax/Email/ Hours of Operation</li> <li>• Billing Address/ Telephone/Fax/Email</li> <li>• Credentialing Address/ Telephone/Fax/Email</li> <li>• Administrative/ Correspondence Address/Telephone/ Fax/Email</li> <li>• Other Provider Updates</li> <li>• Remove Provider from Group/Location</li> </ul> | <b>855-252-1117</b><br><a href="mailto:clientservices@evicore.com">clientservices@evicore.com</a><br><br><a href="https://www.evicore.com/pages/providerlogin.aspx">https://www.evicore.com/pages/providerlogin.aspx</a><br><br><b>MA</b> Prior Authorization Required for Specialty UM<br><br><b>Group &amp; Individual</b> Predetermination Requests for: Radiation Therapy & Molecular & Genomic Testing   | Contact Based on Member Policy<br><br><b>FEP</b> Precertification<br><b>877-885-3751</b><br><br><b>MH/CD</b><br><b>877-885-3751</b><br><br><b>Case Management</b><br><b>800-462-3275</b><br><br><b>Disease Management</b><br><b>866-412-8795</b><br><br><b>HMK</b><br>Precertification & Predetermination<br>P: <b>855-699-9907</b><br>F: <b>855-610-5684</b><br><br><b>BH Preauthorization</b><br>P: <b>855-313-8909</b><br>F: <b>855-649-9681</b><br><br>Individual Plans Medical Preauthorization<br><b>855-458-9444</b><br><br>Group Plans Preauthorization<br>P: <b>855-313-8914</b><br>F: <b>866-589-8256</b><br><br>Predetermination<br>P: <b>800-447-7828</b><br>F: <b>866-900-2634</b><br><br><b>MA</b><br>Preauthorization<br>P: <b>877-774-8592</b><br>F: <b>855-874-4711</b> | <b>Credentialing</b><br><a href="mailto:hcsx6100@bcbsmt.com">hcsx6100@bcbsmt.com</a><br><br>CAQH Issues<br><br>Credentialing Issues<br><br><b>Network Representative</b><br>Message Box<br><b>406-437-6100</b><br><a href="mailto:hcsx6100@bcbsmt.com">hcsx6100@bcbsmt.com</a><br><br>Leave a message. We will respond within 48 hours.<br><br>Effective Date Questions<br><br>Global Reimbursement Issues<br><br>Provider Manual Questions<br><br>Credentialing Questions<br><br>Network Questions<br><br>High Dollar Claims Issues (\$100,000+)  | Christy McCauley<br><a href="mailto:christy_mccauley@bcbsmt.com">christy_mccauley@bcbsmt.com</a><br><br>Brian Coble<br><a href="mailto:brian_coble@bcbsmt.com">brian_coble@bcbsmt.com</a><br><br>Contract Negotiations<br><br>Pricing<br><br>Persistent Global Issues<br><br>Process Questions<br><br>Provider Education  | <b>TriWest</b><br><br>Claim Status or Routine Inquiry<br><b>866-651-4977</b><br><br>Provider's Zip Code will route to WPS for Legacy Region and TriWest for Expansion Region<br><br>Provider Quick Reference Guide – Claims:<br><a href="https://www.triwest.com/en/VAPC3-Provider/Quick-Reference-Guides/VAPC3-Provider-Claims-QRG.pdf">https://www.triwest.com/en/VAPC3-Provider/Quick-Reference-Guides/VAPC3-Provider-Claims-QRG.pdf</a>   |   |   |
| Remittance Notices  | <b>BlueCard®</b><br>Precertification/ Pre-authorization<br><a href="https://www.bcbsmt.com/provider/standards-and-requirements/medical-policies-precert-router">https://www.bcbsmt.com/provider/standards-and-requirements/medical-policies-precert-router</a> | Benefits Questions<br><br>Member Eligibility<br><br>Remit Questions & Requests<br><br>Authorization Status<br><br>EFT Changes<br><a href="mailto:ecommerceservices@bcbsmt.com">ecommerceservices@bcbsmt.com</a><br><br><b>Behavioral Health</b><br><b>800-528-7264</b>   | Claims Questions & Issues<br><br>Benefits Questions<br><br>Member Eligibility<br><br>Remit Questions & Requests<br><br>Prior Authorization Status<br><br>EFT Changes<br><a href="mailto:ecommerceservices@bcbsmt.com">ecommerceservices@bcbsmt.com</a><br><br>MA Peer to Peer Scheduling<br><b>800-981-2795</b> | <b>Demographic Changes</b><br><br>Demographic Change Form located at:<br><a href="https://www.bcbsmt.com/provider/network-participation/update-your-provider-network">https://www.bcbsmt.com/provider/network-participation/update-your-provider-network</a> <ul style="list-style-type: none"> <li>• Legal Name</li> <li>• Office Physical Address/ Telephone/Fax/Email/ Hours of Operation</li> <li>• Billing Address/ Telephone/Fax/Email</li> <li>• Credentialing Address/ Telephone/Fax/Email</li> <li>• Administrative/ Correspondence Address/Telephone/ Fax/Email</li> <li>• Other Provider Updates</li> <li>• Remove Provider from Group/Location</li> </ul> | <b>855-252-1117</b><br><a href="mailto:clientservices@evicore.com">clientservices@evicore.com</a><br><br><a href="https://www.evicore.com/pages/providerlogin.aspx">https://www.evicore.com/pages/providerlogin.aspx</a><br><br><b>MA</b> Prior Authorization Required for Specialty UM<br><br><b>Group &amp; Individual</b> Predetermination Requests for: Radiation Therapy & Molecular & Genomic Testing   | Contact Based on Member Policy<br><br><b>FEP</b> Precertification<br><b>877-885-3751</b><br><br><b>MH/CD</b><br><b>877-885-3751</b><br><br><b>Case Management</b><br><b>800-462-3275</b><br><br><b>Disease Management</b><br><b>866-412-8795</b><br><br><b>HMK</b><br>Precertification & Predetermination<br>P: <b>855-699-9907</b><br>F: <b>855-610-5684</b><br><br><b>BH Preauthorization</b><br>P: <b>855-313-8909</b><br>F: <b>855-649-9681</b><br><br>Individual Plans Medical Preauthorization<br><b>855-458-9444</b><br><br>Group Plans Preauthorization<br>P: <b>855-313-8914</b><br>F: <b>866-589-8256</b><br><br>Predetermination<br>P: <b>800-447-7828</b><br>F: <b>866-900-2634</b><br><br><b>MA</b><br>Preauthorization<br>P: <b>877-774-8592</b><br>F: <b>855-874-4711</b> | <b>Credentialing</b><br><a href="mailto:hcsx6100@bcbsmt.com">hcsx6100@bcbsmt.com</a><br><br>CAQH Issues<br><br>Credentialing Issues<br><br><b>Network Representative</b><br>Message Box<br><b>406-437-6100</b><br><a href="mailto:hcsx6100@bcbsmt.com">hcsx6100@bcbsmt.com</a><br><br>Leave a message. We will respond within 48 hours.<br><br>Effective Date Questions<br><br>Global Reimbursement Issues<br><br>Provider Manual Questions<br><br>Credentialing Questions<br><br>Network Questions<br><br>High Dollar Claims Issues (\$100,000+)  | Christy McCauley<br><a href="mailto:christy_mccauley@bcbsmt.com">christy_mccauley@bcbsmt.com</a><br><br>Brian Coble<br><a href="mailto:brian_coble@bcbsmt.com">brian_coble@bcbsmt.com</a><br><br>Contract Negotiations<br><br>Pricing<br><br>Persistent Global Issues<br><br>Process Questions<br><br>Provider Education  | <b>TriWest</b><br><br>Claim Status or Routine Inquiry<br><b>866-651-4977</b><br><br>Provider's Zip Code will route to WPS for Legacy Region and TriWest for Expansion Region<br><br>Provider Quick Reference Guide – Claims:<br><a href="https://www.triwest.com/en/VAPC3-Provider/Quick-Reference-Guides/VAPC3-Provider-Claims-QRG.pdf">https://www.triwest.com/en/VAPC3-Provider/Quick-Reference-Guides/VAPC3-Provider-Claims-QRG.pdf</a>   |   |   |

Information subject to change.

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSMT.

eviCore healthcare (eviCore) is an independent specialty medical benefits management company that provides utilization management services for BCBSMT.

AIM Specialty Health (AIM) is an operating subsidiary of Anthem, Inc., an independent specialty medical benefits management company that provides utilization management services for BCBSMT.

BCBSMT makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.