

## Contact Us: Florida Blue Quick Reference Guide

Contact Name	Contact For	Phone / Email / Website
Blue Express	<ul style="list-style-type: none"> <li>Automated Telephone System to Inquire / Request Authorizations</li> </ul>	800-397-7337
BlueCard® Eligibility	<ul style="list-style-type: none"> <li>Out-of-Area Member Benefit and Utilization Management Questions</li> </ul>	800-676-BLUE (2583)
Care Management, Disease Management, Utilization Management	<ul style="list-style-type: none"> <li>Complex Case Management/Transplant</li> <li>Oncology Case Management</li> <li>Neonatal Intensive Care Unit (NICU)</li> <li>High-Risk Maternity Program</li> <li>Chronic Condition Management</li> <li>Medicare Advantage Care Programs</li> </ul>	800-955-5692  Transplant Requests: Fax: 904-357-6331
Contact Center ★ <i>Availity®<sup>1</sup> Transaction ID or Provider NPI required</i>	<ul style="list-style-type: none"> <li>Claims Payment</li> <li>Eligibility and Benefits</li> <li>Authorizations and Referrals</li> <li>Provider Number</li> <li>Contract Inquiries (Provider Contracting, Provider Practice Changes)</li> <li>Availity Issues</li> <li>Dental Inquiries</li> </ul>	800-727-2227 then say one of the choices  Fee Schedule Requests Form: <a href="http://floridablue.com/providers/forms">floridablue.com/providers/forms</a>
Federal Employee Program® (FEP)	<ul style="list-style-type: none"> <li>New Directions Behavioral Health Prior Approval</li> </ul>	Member 866-287-9569 Provider 866-730-5006 Fax (904) 371-6912 <a href="mailto:BCBSFICMReferrals@ndbh.com">BCBSFICMReferrals@ndbh.com</a>
	<ul style="list-style-type: none"> <li>Care Coordination / Case Management</li> </ul>	800-337-2204
	<ul style="list-style-type: none"> <li>Mail Service Member Customer Service</li> </ul>	800-262-7890
	<ul style="list-style-type: none"> <li>Prior Authorization</li> </ul>	877-727-3784
Dental	<ul style="list-style-type: none"> <li>Customer Service: Claims and Eligibility/Benefits</li> <li>Contract Inquiries via Email</li> <li>Fee Schedule Requests via Email</li> </ul>	888-223-4892 <a href="mailto:dentalproviderrelations@fclife.com">dentalproviderrelations@fclife.com</a> <a href="http://floridabluedental.com">floridabluedental.com</a>
Fraud / Abuse	<ul style="list-style-type: none"> <li>Reporting Fraud and Abuse</li> </ul>	800-678-8355 <a href="mailto:specinvestunit@bcbsfl.com">specinvestunit@bcbsfl.com</a>
Healthy Addition	<ul style="list-style-type: none"> <li>Prenatal Program</li> </ul>	800-955-7635, Option 6 <a href="mailto:healthyaddition@bcbsfl.com">healthyaddition@bcbsfl.com</a>
IRS Form 1099	<ul style="list-style-type: none"> <li>Questions Regarding Form 1099</li> </ul>	Fax 913-982-8401 <a href="mailto:1099Admin@bcbsfl.com">1099Admin@bcbsfl.com</a>
Revenue Program Management	<ul style="list-style-type: none"> <li>Medicare / Commercial Risk Adjustment Education</li> <li>Comprehensive Quality and Risk Program (CQRP)</li> <li>Provider Reimbursement Payment Programs</li> </ul>	<a href="mailto:riskadjustmenttraining@bcbsfl.com">riskadjustmenttraining@bcbsfl.com</a>
State Employees	<ul style="list-style-type: none"> <li>State Employee Group Inquiries</li> </ul>	800-825-2583

Please use this space to write in your personal Florida Blue contacts:

Department	Name	Phone	Email

<sup>1</sup>Availity, LLC is a multi-payer joint venture company. For more information or to register, visit Availity's website at [availity.com](http://availity.com).

## Contact Us: Florida Blue Partners Quick Reference Guide

Contact Name	Contact For	Phone / Email / Website
Advanced Imaging Management	<ul style="list-style-type: none"> <li>Non-Emergent Cardiology Services</li> </ul>	844-423-0879 / Clinical Guidelines: <a href="http://aimprovider.com/cardiology">aimprovider.com/cardiology</a>
Alignment Health	<ul style="list-style-type: none"> <li>BlueMedicare<sup>SM</sup> Preferred HMO in Clay, Duval, Sarasota, Pinellas and Manatee Counties</li> </ul>	844-783-5191
American Specialty Health	<ul style="list-style-type: none"> <li>Chiropractic Services and Massage Therapy (performed by chiropractor) for claims processing, utilization management services and benefits</li> </ul>	800-972-4226 <a href="http://ashlink.com">ashlink.com</a>
Availity	<ul style="list-style-type: none"> <li>Technical Support / Self-Service Tools</li> </ul>	800-AVAILITY / 800-828-4548 <a href="mailto:support@availity.com">support@availity.com</a> <a href="http://availity.com">availity.com</a>
CareCentrix <sup>®</sup>	<ul style="list-style-type: none"> <li>Durable Medical Equipment (DME)</li> <li>Home Health</li> <li>Home Infusion Coordination</li> <li>Orthotics and Prosthetics</li> </ul>	877-561-9910 / Fax: 877-627-6688 <a href="http://carecentrixportal.com">carecentrixportal.com</a>
Canadian Travel Insurance	<ul style="list-style-type: none"> <li>Customer Service</li> <li>Pre-approval of Medical Services</li> </ul>	800-995-1683, Atlantic/Ontario 800-562-4444, Quebec 800-361-6068
Council for Affordable Quality Healthcare (CAQH)	<ul style="list-style-type: none"> <li>Credentialing Technical Support</li> <li>Fax Supporting Documentation</li> </ul>	888-599-1771, Fax: 866-293-0414 <a href="mailto:Cagh.updhelp@acsqs.com">Cagh.updhelp@acsqs.com</a> <a href="http://upd.cagh.org/oas">upd.cagh.org/oas</a>
Caremark Specialty Pharmacy Services	<ul style="list-style-type: none"> <li>Specialty Pharmacy Program</li> <li>Hemophilia Program</li> <li>Stock Replacement Program</li> </ul>	866-278-5108, Fax: 800-323-2445
CoverMyMeds <sup>®</sup>	<ul style="list-style-type: none"> <li>Retail Pharmacy / Part D Electronic Prior Authorizations</li> </ul>	866-452-5017 <a href="http://covermymeds.com/main/partners/floridablue/">covermymeds.com/main/partners/floridablue/</a>
Dermatology Network Solutions (DNS) / Podiatry Network Solutions (PNS)	<ul style="list-style-type: none"> <li>Dermatology Network (South Florida)</li> <li>Podiatry Network (South Florida)</li> </ul>	888-959-8714 <a href="mailto:info@pns-mgmt.com">info@pns-mgmt.com</a>
eDispense (EDVM)	<ul style="list-style-type: none"> <li>Vaccine Manager</li> </ul>	866-522-3386 <a href="http://transactrx.com">transactrx.com</a>
Eye Management, Inc. (EMI)	<ul style="list-style-type: none"> <li>Ophthalmology Services (South Florida)</li> </ul>	800-329-1152
Health Dialog	<ul style="list-style-type: none"> <li>Care Navigation Capability</li> </ul>	877-789-2583
Implantable Provider Group (IPG)	<ul style="list-style-type: none"> <li>Implantable Device Procurement Program</li> </ul>	866-295-3195, Fax: 866-295-4773 <a href="http://ipgsurgical.com">ipgsurgical.com</a>
Magellan Rx Management <sup>SM</sup>	<ul style="list-style-type: none"> <li>Physician Administered Drug Program (PADP)</li> </ul>	800-424-4947 <a href="http://ih.magellanrx.com">ih.magellanrx.com</a>
MES Solutions	<ul style="list-style-type: none"> <li>Adverse Determination Disputes</li> <li>Billing Dispute External Review</li> </ul>	800-437-8583, Fax: 888-868-2087 <a href="http://mesgroup.com">mesgroup.com</a>
My Home Doctor	<ul style="list-style-type: none"> <li>PATCH Program (South Florida)</li> </ul>	888-696-4322, Email questions to: <a href="mailto:customerservice@myhomedoctor.com">customerservice@myhomedoctor.com</a>
Magellan Healthcare/NIA	<ul style="list-style-type: none"> <li>Obtain Non-emergent Authorization or Pre-service Review</li> <li>Advanced Imaging Program</li> <li>Spine Care/MSK (Musculoskeletal) and HAK (Hip/Knee) Programs</li> </ul>	866-326-6302 Fax: 800-784-6864 <a href="http://radmd.com">radmd.com</a>
National Provider Identifier (NPI) Registry	<ul style="list-style-type: none"> <li>Requests for NPI Number</li> </ul>	800-465-3203
New Directions <sup>®</sup> Behavioral Health	<ul style="list-style-type: none"> <li>Behavioral Health Services</li> </ul>	866-730-5006, Fax: 904-371-6912 <a href="http://ndbh.com">ndbh.com</a>
Prime Therapeutic <sup>®</sup>	<ul style="list-style-type: none"> <li>Medication Requiring Prior Authorization</li> </ul>	877-627-6337, Fax: 877-828-3939 <a href="http://primetherapeutics.com">primetherapeutics.com</a>
Quest Diagnostics <sup>SM</sup> / AmeriPath <sup>®</sup> / Dermpath Diagnostics <sup>®</sup>	<ul style="list-style-type: none"> <li>Clinical Lab Services</li> </ul>	866-MYQUEST, 866-697-8378, <a href="http://questdiagnostics.com">questdiagnostics.com</a> 800-890-6220, <a href="http://ameripath.com">ameripath.com</a> 866-312-7133, <a href="http://dermpathdiagnostics.com">dermpathdiagnostics.com</a>
CareCentrix Sleep Management Program	<ul style="list-style-type: none"> <li>Sleep Management Program</li> </ul>	855-243-3326, <a href="http://sleepsms.com">sleepsms.com</a>