

## Contact Us: Florida Blue Quick Reference Guide

Contact Name	Contact For	Phone / Email / Website
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	<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>	844-730-BLUE (2583) <a href="mailto:carememberoutreach@bcbsfl.com">carememberoutreach@bcbsfl.com</a>  Medicare Advantage: 800-955-5692 <a href="mailto:medicare_casemanagement_vm@bcbsfl.com">medicare_casemanagement_vm@bcbsfl.com</a>  Transplant Requests: 844 701 2583 Fax: 904-357-6331
Utilization Management	<ul style="list-style-type: none"> <li>Preservice Medical Review--Prior Authorizations and Referrals</li> <li>Concurrent Review -- Inpatient Acute or Sub-Acute Admissions</li> <li>Peer to Peer Review – Only for Florida Blue Denied Authorizations</li> </ul>	Preservice Medical Review Department: 800-955-5692 (Use Availity <sup>®1</sup> to enter your authorizations, referrals and inquiries)  Transplant Requests: 844-701-2583  <b>Fax Numbers:</b> (include your authorization number on the medical records being faxed) <ul style="list-style-type: none"> <li>General/VPCR/VPSS: 877-219-9448</li> <li>Rx: 904-905-9849</li> <li>Transplant: 904-357-6331</li> <li>Medicare Advantage, Florida Blue Medicare <sup>SM</sup>, Medicare PPO Medical: 904-301-1614</li> <li>Medicare Advantage, Florida Blue Medicare Part B Rx: 904-357-6699</li> <li>FEP Preservice/VPCR Request Fax: 866-441-1569</li> <li>State Account Preservice/VPCR Request Fax: 866-441-1568</li> </ul>
<b>Contact Center</b> ★ <i>Availity 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
Dental	<ul style="list-style-type: none"> <li>Prior Authorization</li> </ul>	800-955-5692
	<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@flife.com">dentalproviderrelations@flife.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>

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

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<b>Healthy Addition</b>	<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>
<b>IRS Form 1099</b>	<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>
<b>Revenue Program Management</b>	<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>
<b>State Employees</b>	<ul style="list-style-type: none"> <li>▪ State Employee Group Inquiries</li> </ul>	800-825-2583

## Florida Blue Vendor Quick Reference Guide

Contact Name	Contact For	Phone / Email / Website
<b>Advanced Imaging Management</b>	<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>
<b>Alignment Health</b>	<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
<b>American Specialty Health</b>	<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>
<b>Availity<sup>1</sup></b>	<ul style="list-style-type: none"> <li>▪ Technical Support / Self-Service Tools</li> </ul>	800-AVAILITY /800-282-4548 <a href="mailto:support@availity.com">support@availity.com</a> ; <a href="http://availity.com">availity.com</a>
<b>Canadian Travel Insurance</b>	<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 <a href="mailto:floridaproviders@canassistance.com">floridaproviders@canassistance.com</a>
<b>CareCentrix<sup>®</sup></b>	<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>
<b>CareCentrix Sleep Management</b>	<ul style="list-style-type: none"> <li>▪ Sleep Management Program</li> </ul>	855-243-3326, <a href="http://sleepsms.com">sleepsms.com</a>
<b>Caremark Specialty Pharmacy Services</b>	<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
<b>Council for Affordable Quality Healthcare (CAQH)</b>	<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:Caqh.updhelp@acsgs.com">Caqh.updhelp@acsgs.com</a> <a href="http://upd.caqh.org/oas">upd.caqh.org/oas</a>
<b>CoverMyMeds<sup>®</sup></b>	<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>
<b>Dermatology Network Solutions (DNS) / Podiatry Network Solutions (PNS)</b>	<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>
<b>eDispense (EDVM)</b>	<ul style="list-style-type: none"> <li>▪ Vaccine Manager</li> </ul>	866-522-3386; <a href="http://transactrx.com">transactrx.com</a>
<b>Eye Management, Inc. (EMI)</b>	<ul style="list-style-type: none"> <li>▪ Ophthalmology Services (South Florida)</li> </ul>	800-329-1152
<b>Health Dialog</b>	<ul style="list-style-type: none"> <li>▪ Care Navigation Capability</li> </ul>	877-789-2583
<b>Implantable Provider Group (IPG)</b>	<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>
<b>Magellan Rx Management<sup>SM</sup></b>	<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>
<b>MES Solutions</b>	<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>
<b>My Home Doctor</b>	<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>

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

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<b>Magellan Healthcare/NIA</b>	<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>
<b>National Provider Identifier (NPI) Registry</b>	<ul style="list-style-type: none"> <li>▪ Requests for NPI Number</li> </ul>	800-465-3203
<b>New Directions® Behavioral Health</b>	<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>
<b>PopHealthCare</b>	<ul style="list-style-type: none"> <li>▪ Member In-Home Care Program</li> <li>▪ PHC Outreach performed to eligible members based on specific criteria</li> </ul>	800-793-7050 for provider use only
<b>Prime Therapeutic®</b>	<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>
<b>Quest Diagnostics<sup>SM</sup> / AmeriPath® / DermPath Diagnostics®</b>	<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>

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

<b>Department</b>	<b>Name</b>	<b>Phone</b>	<b>Email</b>

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