

Contact Us: Florida Blue Quick Reference Guide

Contact Name	Contact For	Phone / Email / Website
BlueCard® Eligibility	<ul style="list-style-type: none"> Out-of-Area Member Benefit and Utilization Management Questions 	800-676-BLUE (2583)
Care Management/Disease Management	<ul style="list-style-type: none"> Complex Case Management/Transplant Oncology Case Management Neonatal Intensive Care Unit (NICU) High-Risk Maternity Program Chronic Condition Management Medicare Advantage Care Programs 	844-730-BLUE (2583) carememberoutreach@bcbsfl.com Medicare Advantage: 800-955-5692 medicare_casemanagement_vm@bcbsfl.com Transplant Requests: 844 701 2583 Fax: 904-357-6331
Utilization Management	<ul style="list-style-type: none"> Preservice Medical Review--Prior Authorizations and Referrals Concurrent Review -- Inpatient Acute or Sub-Acute Admissions Peer to Peer Review – Only for Florida Blue Denied Authorizations 	Preservice Medical Review Department: 800-955-5692 (Use Availity® ¹ to enter your authorizations, referrals and inquiries) Transplant Requests: 844-701-2583 Fax Numbers: (include your authorization number on the medical records being faxed) <ul style="list-style-type: none"> General/VPCR/VPSS: 877-219-9448 Rx: 904-905-9849 Transplant: 904-357-6331 Medicare Advantage, BlueMedicareSM Medicare PPO: 904-301-3614 FEP Preservice/VPCR Request Fax: 866-441-1569 State Account Preservice/VPCR Request Fax: 866-441-1568
Contact Center ★ <i>Availity Transaction ID or Provider NPI required</i>	<ul style="list-style-type: none"> Claims Payment Eligibility and Benefits Authorizations and Referrals Provider Number Contract Inquiries (Provider Contracting, Provider Practice Changes) Availity Issues Dental Inquiries 	800-727-2227 then say one of the choices Fee Schedule Requests Form: floridablue.com/providers/forms
Federal Employee Program® (FEP)	<ul style="list-style-type: none"> New Directions Behavioral Health Prior Approval 	Member: 866-287-9569 Provider: 866-730-5006 Fax: 904-371-6912 BCBSFICMReferrals@ndbh.com
	<ul style="list-style-type: none"> Care Coordination / Case Management 	800-337-2204
	<ul style="list-style-type: none"> Mail Service Member Customer Service 	800-262-7890
	<ul style="list-style-type: none"> Prior Authorization 	800-955-5692
Dental	<ul style="list-style-type: none"> Customer Service: Claims and Eligibility/Benefits Contract Inquiries via Email Fee Schedule Requests via Email 	888-223-4892 dentalproviderrelations@fclife.com floridabluedental.com
Fraud / Abuse	<ul style="list-style-type: none"> Reporting Fraud and Abuse 	800-678-8355 specinvestunit@bcbsfl.com
Healthy Addition	<ul style="list-style-type: none"> Prenatal Program 	800-955-7635, Option 6 healthyaddition@bcbsfl.com
IRS Form 1099	<ul style="list-style-type: none"> Questions Regarding Form 1099 	Fax: 913-982-8401 1099admin@bcbsfl.com
Revenue Program Management	<ul style="list-style-type: none"> Medicare / Commercial Risk Adjustment Education Comprehensive Quality and Risk Program (CQRP) Provider Reimbursement Payment Programs 	riskadjustmenttraining@bcbsfl.com
State Employees	<ul style="list-style-type: none"> State Employee Group Inquiries 	800-825-2583

Contact Us: Florida Blue Vendor Quick Reference Guide

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Advanced Imaging Management	<ul style="list-style-type: none"> Non-Emergent Cardiology Services 	844-423-0879 / Clinical Guidelines: aimprovider.com/cardiology
Alignment Health	<ul style="list-style-type: none"> BlueMedicareSM Preferred HMO in Clay, Duval, Sarasota, Pinellas and Manatee Counties 	844-783-5191
American Specialty Health	<ul style="list-style-type: none"> Chiropractic Services and Massage Therapy (performed by chiropractor) for claims processing, utilization management services and benefits 	800-972-4226 ashlink.com
Availity	<ul style="list-style-type: none"> Technical Support / Self-Service Tools 	800-AVAILITY /800-282-4548 support@availity.com ; availity.com
Canadian Travel Insurance	<ul style="list-style-type: none"> Customer Service Pre-approval of Medical Services 	800-995-1683 Atlantic/Ontario 800-562-4444 Quebec 800-361-6068 floridaproviders@canassistance.com
CareCentrix [®]	<ul style="list-style-type: none"> Durable Medical Equipment (DME) Home Health Home Infusion Coordination Orthotics and Prosthetics 	877-561-9910 / Fax: 877-627-6688 carecentrixportal.com
CareCentrix Sleep Management	<ul style="list-style-type: none"> Sleep Management Program 	855-243-3326, sleepsms.com
Caremark Specialty Pharmacy Services	<ul style="list-style-type: none"> Specialty Pharmacy Program Hemophilia Program Stock Replacement Program 	866-278-5108, Fax: 800-323-2445
Council for Affordable Quality Healthcare (CAQH)	<ul style="list-style-type: none"> Credentialing Technical Support Fax Supporting Documentation 	888-599-1771, Fax: 866-293-0414 Caqh.updhelp@acsqs.com upd.caqh.org/oas
CoverMyMeds [®]	<ul style="list-style-type: none"> Retail Pharmacy / Part D Electronic Prior Authorizations 	866-452-5017 covermymeds.com/main/partners/floridablue/
Dermatology Network Solutions (DNS) / Podiatry Network Solutions (PNS)	<ul style="list-style-type: none"> Dermatology Network (South Florida) Podiatry Network (South Florida) 	888-959-8714 info@pns-mgmt.com
eDispense (EDVM)	<ul style="list-style-type: none"> Vaccine Manager 	866-522-3386; transactrx.com
Eye Management, Inc. (EMI)	<ul style="list-style-type: none"> Ophthalmology Services (South Florida) 	800-329-1152
Health Dialog	<ul style="list-style-type: none"> Care Navigation Capability 	877-789-2583
Implantable Provider Group (IPG)	<ul style="list-style-type: none"> Implantable Device Procurement Program 	866-295-3195, Fax: 866-295-4773; ipgsurgical.com
Magellan Rx Management SM	<ul style="list-style-type: none"> Physician Administered Drug Program (PADP) 	800-424-4947; ih.magellanrx.com
MES Solutions	<ul style="list-style-type: none"> Adverse Determination Disputes Billing Dispute External Review 	800-437-8583, Fax: 888-868-2087 mesgroup.com
My Home Doctor	<ul style="list-style-type: none"> PATCH Program (South Florida) 	888-696-4322, Email questions to: customerservice@myhomedoctor.com
Magellan Healthcare/NIA	<ul style="list-style-type: none"> Obtain Non-emergent Authorization or Pre-service Review Advanced Imaging Program Spine Care/MSK (Musculoskeletal) and HAK (Hip/Knee) Programs 	866-326-6302 Fax: 800-784-6864 radmd.com
National Provider Identifier (NPI) Registry	<ul style="list-style-type: none"> Requests for NPI Number 	800-465-3203
New Directions [®] Behavioral Health	<ul style="list-style-type: none"> Behavioral Health Services 	866-730-5006, Fax: 904-371-6912; ndbh.com
PopHealthCare	<ul style="list-style-type: none"> Member In-Home Care Program PHC Outreach performed to eligible members based on specific criteria 	800-793-7050 for provider use only
Prime Therapeutic [®]	<ul style="list-style-type: none"> Medication Requiring Prior Authorization 	877-627-6337, Fax: 877-828-3939 primetherapeutics.com

Quest DiagnosticsSM / AmeriPath[®] / Dermpath Diagnostics[®]	<ul style="list-style-type: none"> ▪ Clinical Lab Services 	866-MYQUEST, 866-697-8378, questdiagnostics.com 800-890-6220, ameripath.com 866-312-7133, dermpathdiagnostics.com
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Please use this space to write in your personal Florida Blue contacts:

Department	Name	Phone	Email

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit availity.com.

