

# Blue Cross Blue Shield of Georgia (BCBSGa) provider contacts



## Blue Cross and Blue Shield of Georgia website: [bcbsga.com](http://bcbsga.com)

Providers and their staffs have fast, easy access to claim status information 24 hours a day, 7 days a week through our website. Log on to [bcbsga.com](http://bcbsga.com) and click on Providers > Register Now for ProviderAccess.

## Network Management (Provider engagement and contracting)

*Provider relations* - Contact provider relations for:

- ▶ General questions
- ▶ New provider enrollment inquiries

Telephone: Toll-free: 888-706-3475; Local: 404-231-0428

Fax #: 404-467-2631

E-mail: [ProviderSupport@bcbsga.com](mailto:ProviderSupport@bcbsga.com)

## Provider change requests

Change requests must be submitted using the BCBSGa Provider Information Change Form (PIC) and submitted one of two ways:

- ▶ Fax #: 404-467-2631
- ▶ Email: [ProviderSupport@bcbsga.com](mailto:ProviderSupport@bcbsga.com)

To access the form visit [bcbsga.com](http://bcbsga.com) > Provider Forms > PIC form.

## Credentialing inquiries

For provider credentialing and re-credentialing status inquiries contact your BCBSGa credentialing customer service team:

- ▶ Telephone: 800-516-7587
- ▶ Fax #: 800-848-7347
- ▶ Email: you must call and request the email address

*For credentialing assistance contact the Council for Affordable Quality Healthcare (CAQH):*

E-mail: [help@updadmin.acsgs.com](mailto:help@updadmin.acsgs.com)

Telephone: 888-599-1771

(Help Desk hours: 6 a.m.– 8 p.m. CT). Please have your CAQH Provider ID available when you call.

*If you have already started the CAQH application process, please be sure your application is complete and all of the necessary supporting documents have been submitted via fax, toll-free, to CAQH at 866-293-1414. Please be sure to select Blue Cross Blue Shield Healthcare Plan of Georgia (BCBSHP) as a Healthcare Organization authorized to access your information.*

## Request fee schedule

Please send requests in one of two ways:

- ▶ E-mail: [ProviderSupport@bcbsga.com](mailto:ProviderSupport@bcbsga.com)
- ▶ Fax: 404-467-2631

BCBSHP will respond to your request within five business days by e-mail or fax, based upon the method you contacted us by.

## Provider appeals

Providers may initiate a complaint by sending documentation, including a cover letter outlining the issue. If the complaint is 10 pages or less, the complaint can be faxed to: 877-868-7950. For longer documents, the complaint can be mailed to:

BCBSGa, Attn: Provider Appeals,  
P.O. Box 9907, Columbus, GA 31908

## Clear Claim Connection™

This online tool enables providers to pre-screen proposed coding and understand reimbursement policies that apply to their claims. Login to our secured BCBSGa provider website, [bcbsga.com](http://bcbsga.com), and select the Clear Claim Connection option.

## Web support

Need assistance with BCBSGa ProviderAccess? Contact the BCBSGa Web Support Unit online at [Websupport@bcbsga.com](mailto:Websupport@bcbsga.com) or call 866-292-6253.

## Electronic claims filing assistance

The Electronic Data Interchange (EDI) Solutions Helpdesk is available Mon. – Fri., 8:00 a.m. – 4:30 p.m. EST for assistance with electronic claims filing.

- ▶ E-mail: [EDISOLUTIONS@bcbsga.com](mailto:EDISOLUTIONS@bcbsga.com)
- ▶ Telephone: 888-883-2720, Option 3
- ▶ Fax #: 404-682-3238

## Clinical guidelines

As part of our commitment to providing the latest clinical information and educational materials, we've adopted nationally recognized clinical guidelines.

- ▶ You can view them online at: [bcbsga.com](http://bcbsga.com) by clicking on Medical Policy and Clinical UM Guidelines on the left side of the page.
- ▶ Or, if you would like a paper copy mailed to you, contact the BCBSGa Clinical Quality Representatives at 800-545-0948 ext. 6171.

## Interplan Teleprocessing Services (ITS)

Telephone: 800-628-3988

Fax #: 877-868-7950

Medical records fax #: 706-494-8603

E-mail: ITS.Host.Provider.Service@Anthem.com

Mail: Interplan Teleprocessing Services, P.O. BOX 9907,  
Columbus, GA 31908

## AIM provider website

Real-time imaging requests and inquiries can be addressed 24 hours a day, 7 days a week, 365 days a year when you visit American Imaging Management (AIM) online at [www.americanimaging.net](http://www.americanimaging.net).

You can also reach AIM as follows:

- ▶ For pre-authorization: call 866-714-1103
- ▶ For customer service via e-mail:  
[WebCustomerService@americanimaging.net](mailto:WebCustomerService@americanimaging.net)
- ▶ For customer service by phone: 800-252-2021

## BCBSGa automated customer care information line

Call: 800-241-7475. Our automated telephone voice response unit is available 24/7 to verify:

- ▶ Member eligibility
- ▶ Benefits
- ▶ Coverage status
- ▶ Primary care physician (PCP)

Menu options direct callers to the correct department.

## BCBSGa departmental customer care lines

- ▶ *Facility* Customer Care: 800-284-2609
- ▶ *Professional* Customer Care: 800-241-7475
- ▶ *ITS* Customer Care: 800-628-3988
- ▶ *FEP* Customer Care: 800-282-2473
- ▶ *BlueCard Eligibility*: 800-676-2583
- ▶ *HMO USA Away From Home Care Guest Membership*:  
800-535-8291

## BCBSGa refund or off-set contact information

Inquiries should be directed to the appropriate BCBSGa Customer Care Unit:

- ▶ *Facilities*: 800-284-2609
- ▶ *Prof*: 800-241-7475
- ▶ *ITS*: 800-628-3988
- ▶ *FEP*: 800-282-2473

To contact the BCBSGa/BCBSHP Finance Department regarding an overpayment, please use the addresses below:

- ▶ Payments: BCBSGa/BCBSHP, Recovery, P. O. Box 92306,  
Cleveland, OH 44193
- ▶ Inquiries/appeals: BCBSGa/BCBSHP, Refunds, P. O. Box  
7368, Columbus, GA 31908-7368

To help us better serve you, please include the following in your correspondence: member name, member HCID number, date of service and the nature of the payment issue.

## BCBSGa primary care physician referral process

To obtain a referral to a specialty care provider, PCPs should follow the guidelines below when referring members to a BCBSGa contracted specialty care provider:

- ▶ Submit requests/notifications online: [bcbsga.com](http://bcbsga.com) via Provider Access
- ▶ Submit requests by telephone: 800-662-9023 or 800-722-6614
- ▶ Fax requests to 404-467-2999 (for HMO members); 404-848-2384 (for POS members)

A referral number is not necessary and will not be supplied. Referrals are notification only. Submit all notifications of referrals prior to the member receiving services from specialists. Retrospective requests for non-emergency specialist referrals will result in delays and/or denials in claim payment.

## BCBSGa Utilization Management (UM) services

E-Review allows providers to send information to, and receive information from BCBSGa about clinical review requests via secure e-mail.

- ▶ E-Review is a simple, efficient tool that's safe, secure and HIPAA compliant
- ▶ It costs you nothing to use
- ▶ All providers with Internet access are eligible to take advantage of this program

To send a secure email go to [bcbsga.com](http://bcbsga.com) > enter Medical Policy and Clinical UM Guidelines (on left) > Continue > click on email address at bottom of the page

BCBSGa will continue to address phone, fax and mail requests for review and decision notification.

- ▶ Telephone: 800-662-9023 or 800-722-6614.  
Urgent inbound communication can be received 24 hours a day 7 days a week
- ▶ Fax #: 877-254-4971
- ▶ Mail: 2357 Warm Springs Road  
Columbus, Georgia 31904

Specialty pharmacy predetermination requests are available through AIM's provider website at: <https://www.providerportal.com> or via fax at 404-848-2448.

## Federal Employee Program (FEP)

Case management inquiries can be made by:

- ▶ Telephone: 800-711-2225
- ▶ Fax: 800-732-8318

Pre-certifications and UM service inquiries can be made by:

- ▶ Telephone: 800-860-2156
- ▶ Fax: 800-732-8318

### Claims mailing address:

BCBSGa  
P.O. Box 9907  
Columbus, GA 31908