

<p>Customer Service</p> <p>Call (866) 508-7140 For the hearing impaired, dial 711</p> <p>Providers.BlueKC.com Email: CustomerService@BlueKCMA.Com</p>	<p>For inquiries such as claim status, claim payment issues or adjustment requests, member eligibility, benefit verification and prior authorizations.</p> <p>Mailing Address: Central Operations (COPS) Blue KC MA P.O. Box 410080 Kansas City, MO 64141</p>
<p>Claims & Provider Correspondence Fax and Mailing Address</p> <p>Fax (877) 549-1746</p>	<p>Electronic claims submission is required; follow the Blue KC electronic claims process.</p> <p>Blue Medicare Advantage correspondence, use the following address unless otherwise noted: Blue Medicare Advantage ATTN: Government Programs - Claims P.O. Box 410080 Kansas City, MO 64141</p>
<p>Utilization Management Department</p> <p>Call (866) 508-7140 For the hearing impaired, dial 711</p> <p>Fax (877) 549-1744 – Medical Services Prior Authorization</p> <p>Fax (816) 995-1597 – Prior Authorization Part B Medical Drugs</p> <p>Fax (877) 549-1744- Concurrent Review</p> <p>Appeals/Grievance Fax (877) 549-1748</p>	<p>For assistance with case management, prior authorization of inpatient admissions/discharges, medical procedures including DME, Orthotics & Prosthetics, and Part B Drugs.</p> <p>Providers can access self-service tools options for medical services and medical drug (Part B drug) prior authorization requests by visiting the Providers.BlueKC.com Provider Portal.</p> <p>Concurrent Review: Evaluate initial and continued inpatient stay, Acute Rehabilitation, Skilled Nursing Facility and Long-Term Acute Care (LTAC) admissions and continued stay, for medical necessity and appropriateness of level of care request. Concurrent review takes place during an inpatient stay as a follow-up to pre-service requests.</p>
<p>Part D Coverage Determination Call (866) 508-7140 Fax (844) 403-1028</p> <p>Mail Order: Providers can submit prescriptions electronically via ePrescribing or fax: (800) 491-7997</p> <p>OptumRx Appeal Information: Call: (888) 403-3398 TTY: 711 Fax: (877) 239-4565</p> <p>OptumRx c/o Appeals Coordinator P.O. Box 25184 Santa Ana, CA 92799</p>	<p>For prior authorization assistance for a formulary drug, a form for Part D Coverage Determination.</p> <p>Providers can access self-service tools for pharmacy drug prior authorization requests by visiting Providers.BlueKC.Com Provider Portal and submitting clinical information for review.</p> <p>Employer Groups refer to the Member ID card for Pharmacy (Part D Prescription) contact information.</p>
<p>Radiology Services</p> <p>Call (888) 693-3211 Fax (888) 693-3210</p> <p>https://www.evicore.com/provider</p>	<p>eviCore – For assistance with prior authorizations of outpatient, non-emergent, diagnostic imaging services including:</p> <ul style="list-style-type: none"> • CT/CTA • MRI/MRA • NCM/MPI • PET • Pain Management <p>Note: To see a full list please go to the website at https://www.evicore.com/provider</p>

This document is intended for Blue KC Medicare Advantage Providers and should not be distributed to members.

<p>Behavioral Health Services</p> <p>Call (800) 528-5763 option #2</p>	<p>Mindful, our behavioral health partner supports providers treating members with behavioral diagnosis and concerns. If you need immediate assistance accessing treatment resources, call Lucet Physician Consult line to speak with a behavioral health professional.</p> <p>Pre-authorization is required for inpatient admissions.</p>
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Miscellaneous Information:

- HMO Plans Only: Providers must refer within the Blue Medicare Advantage network. Out of network exceptions will be reviewed on a case-by-case basis.
- Laboratory – No prior authorization required unless related to genetic testing see above. May draw in office with specimens sent to **Quest Diagnostic** and **LabCorp** lab facilities.