

Contact Resource Directory

Contact details with phone numbers, email and website addresses and also including hours purpose and descriptions.



PROVIDER REFERENCE GUIDE
A Reference Manual for Blue KC Practitioners

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Main Contacts and Resources

Provider Portal	
Web address	Providers.BlueKC.com
The Blue KC Provider Portal has an eligibility search/information, forms, medical policies, archived issues of Blue KC's <i>BlueSpeak</i> and reference documentation/resources.	
Provider Hotline	
Toll Free	1-800-456-3759
Phone	816-395-3929
TDDY	816-842-5607
Fax	816-395-3959
Available Monday – Friday 8:00 a.m. to 8:00 p.m. Central Time	

Blue KC

Main Contact Numbers and Address		
Toll Free Number	1-800-822-BLUE (2583)	1-888-989-8842
Phone Number	816-395-2222	
Web address	BlueKC.com	Providers.BlueKC.com
Correspondence Address	Blue KC, PO Box 419169, Kansas City, MO 64141	
Location Address	2301 Main, Kansas City, MO 64108	
Available Monday - Friday 8:00 a.m. to 6:00 p.m. Central Time		
Appeals (regarding Medical Necessity)		
Toll Free Number	1-800-892-6116 ext. 2214 (expedited)	
Phone Number	816-395-3929 (standard)	816-395-2214 (expedited)
Fax Number	816-817-2486 (standard)	816-395-2073 (expedited)
Correspondence Address (standard)	Blue KC, Appeals Department PO Box 417005, Kansas City, MO 64141-7005	
Correspondence Address (expedited)	Blue KC, Attention Medical Director PO Box 419169, Kansas City, MO, 64141-6169	
For continued stay denials and expedited appeals, call the Blue KC Medical Director at 816-395-2214 or toll-free at 1-800-892-6116 ext. 2214.		

Away From Home Care		
Toll Free Number	1-800-348-2421	
Phone Number	816-395-3791	
<p>Away From Home Care is an out-of-area program sponsored by the BCBS Association that is available to select HMO members.</p>		
Blue Distinction		
<p>The Blue Distinction Specialty Care Program is a national designation program that recognizes healthcare facilities that demonstrate expertise in delivering quality specialty care safely, effectively and cost efficiently through two levels of designation - Blue Distinction Center and Blue Distinction Center+. For more information, please visit www.bcbs.com/blue-distinction-center/facility.</p> <p>Total Care (TC) is a delivery model designed to improve specific aspects of the healthcare delivery system. Blue KC has designed compensation methodologies that reward providers for managing the care of their patients giving attention to cost, quality and patient satisfaction. For information about TC, see the Provider Reference Guide at Providers.BlueKC.com.</p>		
Blue Medicare Advantage – (Blue-Advantage Plus of Kansas City, Inc.)		
Web address	Providers.BlueKC.com	
<p>Blue-Advantage Plus of Kansas City, Inc. is a wholly owned subsidiary of Blue Cross and Blue Shield of Kansas City offering Medicare Advantage (HMO) plans. See the separate Provider Administrative Manual located at the web address above.</p>		
Management Referral Line		
Toll Free Number	1-800-822-2583 ext. 2060	1-866-859-3811
Phone Number	816-395-2060	
<p>Members with chronic, catastrophic, high-risk or high cost conditions are referred to the Case Management Program for assistance. This program goes beyond short-term discharge planning.</p>		
Claims Inquiry		
Web address	Providers.BlueKC.com	
Electronic Submission	All providers should submit claims inquiry by using the Claims Inquiry eForm .	

Clinical Operations	
Phone Number	816-395-2214
Fax Number	816-395-2073
Correspondence Address	Blue KC, Attention Medical Director PO Box 419169, Kansas City, MO 64141-6169
For policy information go to Providers.BlueKC.com , access Medical Policies then search for the policy name, number, CPT code, keyword or phrase.	
Customer Service	
Toll Free Number	1-888-989-8842
Phone Number	816-395-3558
TDDY	816-842-5607
Available Monday - Friday 8:00 a.m. to 8:00 p.m. CentralTime.	
Credentialing	
Toll Free Number	1-800-822-2583
Phone Number	816-395-3929
Fax Number	816-395-3185
EDI Help Desk	
Toll Free Number	1-800-472-6481
Federal Employee Program (FEP)	
Toll Free Number	1-800-221-2362
Phone Number	816-395-3678
Fax Number	816-395-3811
Web address	FEPBlue.org
Correspondence Address	Blue KC, PO Box 419071, Kansas City, MO 64179-0288
Available Monday-Friday 8:00 a.m. to 5:00 p.m. CentralTime.	
Find Blue KC Doctors, Hospitals and Pharmacies	
Web address	BlueKC.com/consumer/member-benefits/find-a-doctor.html
In addition to looking up any Provider, a Provider may use this site to verify the accuracy of their own contact information.	

Fraud, Waste and Abuse Hotline for Federal Employee Program (FEP)

Toll Free Number	1-800-337-8440
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National Federal Employee Program (FEP) Anti-Fraud Hotline

Phone Number	816-395-2870
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Fax Number	816-502-0182
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Web address	BlueKC.com (in the footer, click Anti-Fraud) or at FEPBlue.org
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Email Address	_SIU@BlueKC.com
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Correspondence Address	Blue KC, PO Box 419169, Kansas City, MO 64141
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Providers may also use these contact options to report suspicions or allegations of Fraud or Abuse anonymously.

Fraud, Waste and Abuse Hotline for Blue KC Local

Toll Free Number	1-800-340-0119
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Phone Number	816-395-3151
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Fax Number	816-502-0182
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Web address	BlueKC.com (in the footer, click <i>Anti-Fraud</i>)
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Email Address	_SIU@BlueKC.com
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Correspondence Address	Blue KC, PO Box 419169, Kansas City, MO 64141
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Providers may also use these contact options to report suspicions or allegations of fraud or abuse anonymously.

Fraud, Waste and Abuse Hotline for the Blue KC Pharmacy

Phone Number	816-395-3778
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Fax Number	816-502-0182
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Web address	BlueKC.com (in the footer, click <i>Anti-Fraud</i>)
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Email Address	_SIU@BlueKC.com
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Correspondence Address	Blue KC, PO Box 419169, Kansas City, MO 64141
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Providers may also use these contact options to report suspicions or allegations of fraud or abuse anonymously.

Healthy Companion™ Program (Disease Management)

Toll Free Number	1-866-859-3813
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Phone Number	816-395-2076
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Email Address	HealthyCompanion@BlueKC.com
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Disease Management Program benefit to Blue KC members. Physicians may refer members via phone or confidential email for nurse outreach.

HEDIS®	
Fax Number	816-995-1593
Correspondence Address	Blue KC, Quality Management Department, 2301 Main, Mail Stop A6F1, Kansas City, MO 64108
<p>The HEDIS medical record data abstraction process begins in late January and finishes in late April. To minimize office disruption, we ask providers, with 15 or less records, to pull their records and submit to Blue KC via our secure Kiteworks system, fax-mail or U.S. mail. Kiteworks is at Blue KC Secure File Sharing. If providers need assistance accessing Kiteworks, call 816-395-3134. If providers have questions or concerns regarding the medical record abstraction process, please contact Rudy Bremen N., Quality Nurse Liaison, at 816-395-2524.</p>	
HIPAA Privacy and Security	
Toll Free Number	1-800-932-1114
Phone Number	816-395-3784 (privacy)
Email Address	Privacy@BlueKC.com IS_Security@BlueKC.com
Correspondence Address	Blue KC, PO Box 417012, Kansas City, MO 64141-7012
Little Stars Prenatal Program	
Toll Free Number	1-800-822-2583 ext. 3964
Phone Number	816-395-3964
Fax Numbers	816-395-2363 816-395-2287
Email Address	LittleStars@BlueKC.com
Sending Medical Records	
Fax Number	Per request letter
For HMO and PPO Federal Employees Program Motors members	Blue KC, PO Box 411878, Kansas City, MO 64141-1878
For ITS Host members (BlueCard) Blue KC	PO Box 419016, Kansas City, MO 64141-6016
<p>Medical records may be mailed to the address above or can be faxed to the number indicated on the request letter.</p>	

Pharmacy Services

Toll Free Number	1-800-228-1436
Phone Number	816-395-2176
Web address	Providers.BlueKC.com
Correspondence Address	Blue KC Pharmacy Services, attention Teresa Haile, PO Box 419169, Kansas City, MO 64141-2735

A list of medications or classes of medications requiring prior authorization, step therapy, specialty pharmacy and/or having dose optimization/quantity limits are listed at BlueKC.com (contact, FAQs, medical policies, review our [medical policy](#), prescription drugs or search by drug name) or at Providers.BlueKC.com (login, [medical policy](#), review our [medical policy](#), agree to terms, prescription drugs or search by drug name).

Calls are answered 24/7 (outside of Mon-Fri 8:00 a.m. to 5:00 p.m. calls are answered by Optum Rx). In an effort to make sure the new-to-market prescription drugs covered are safe, effective and affordable, coverage of many new drug products will be delayed until the plan's Provider Advisory Committee (PAC) has reviewed them. This review process is usually completed within six months after a drug becomes available.

Prior Authorization (Utilization Management)

Toll Free Number	1-800-892-6116 ext. 3989
Phone Number	816-395-3989
TDDY	816-842-5607
Fax Number	816-926-4253
Web address	Providers.BlueKC.com

A list of services or medications requiring prior authorization, step therapy, specialty pharmacy and/or having dose optimization/quantity limits are listed at BlueKC.com (Contact, FAQs, Medications) or (Contact, Find a Form).

Provider Data

Toll Free Number	1-800-822-2583 ext. 3929
Phone Number	816-395-3929
Fax Number	816-395-3387
Web address	Providers.BlueKC.com
Email Address	Provider_Data@BlueKC.com

To update Provider data, please download a Provider Demographic Change Request form from the web address above, complete and email the form, with any required supporting documents, to the email address above.

Blue KC Provider Portal	
Toll Free Number	1-800-822-2583 ext. 3700
Phone Number	816-395-3700
Web address	Providers.BlueKC.com
To get a login ID, register from Providers.BlueKC.com	
Utilization Management/Concurrent Review	
Toll Free Number	1-800-892-6116 ext. 2388
Phone Number	816-395-2388
TDDY	816-842-5607
Fax Number	816-995-1556
Web address	Providers.BlueKC.com
Clinical Information can be faxed to the number above.	

BlueCard

BlueCard Access	
Toll Free Number	1-800-810-2583
365/24/7; Use to find providers in another Blue Plan's area	
BlueCard Eligibility	
Toll Free Number	1-800-676-2583
365/24/7; Eligibility, benefits and prior authorization from the Provider Portal.	
BlueCard Provider Hotline (Customer Service)	
Toll Free Number	1-800-320-9550
Phone Number	816-395-3686
Fax Number	816-527-0432
Web address	Providers.BlueKC.com
Correspondence Address	Blue KC, PO Box 419016, Kansas City, MO 64141-6016
Toll free and local phone numbers are staffed 8:00 a.m. to 8:00 p.m. CT, Monday – Friday.	

Vendors/Delegates

Optum Specialty Pharmacy	
Phone Number	1-855-427-4682
Fax Number	1-877-342-4596
ASK – Administrative Services of Kansas (EDI Help Desk)	
Toll Free Number	1-800-472-6481
Fax Number	785-290-0720
Web address	ask-edi.com
Email Address	askedi@ask-edi.com
Electronic claim assistance	
CAQH Solutions - Council for Affordable Quality Healthcare	
Web address	proview.caqh.org/pr
Used to obtain a CAQH number and maintain a Provider’s credentialing information.	
EDI Help Desk	
Toll Free Number	1-800-472-6481
eviCore (Formerly MedSolutions Imaging)	
Toll Free Number	1-888-693-3211
Phone Number	1-888-693-3210
Web address	evicore.com
Radiology Prior Authorization	

Behavioral Health and Substance Use		
Toll Free Number Physician Helpline	1-800-528-5763 (member and Provider)	1-888-611-6285 (Provider relations)
Phone Number	816-237-2354 (member and Provider)	
Web address	lucethealth.com	
For Local	Blue KC, Attention Written Correspondence PO Box 419169, Kansas City, MO, 64141-6169	
For FEP	Blue KC, Attention Written Correspondence PO Box 419071, Kansas City, MO, 64179-0288	
For BlueCard	Blue KC, Attention Written Correspondence PO Box 419016, Kansas City, MO, 64141-6016	
<p>Blue KC contracts with Lucet for coordination of all behavioral health, psychiatric and/or substance abuse services for members. To prior authorize mental health or substance abuse services, call the number above. Staff can call the Physician Helpline for immediate assistance if patients have an urgent need or to discuss a case with a clinician.</p>		
Preferred Health Professionals (PHP)		
Toll Free Number	1-800-544-3014	
Phone Number	816-823-6700	
Fax Number	1-800-874-9179	



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