

<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: Blue Medicare Advantage ATTN: Government Programs 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 encouraged; follow the Blue KC electronic claims process.</p> <p>Blue Medicare Advantage correspondence and medical and behavioral health claims, 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) 549-1745- 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 continued hospital, Acute Rehabilitation or prior authorization to Skilled Nursing Facility stay, Long Term Acute Care (LTAC), or Home Health provider for medical necessity and appropriateness. Concurrent review takes place during an inpatient stay as a follow-up to prior authorization.</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 Prior Authorization Appeals P. O. Box 2975 Mission, KS 66201</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 <p>Note: To see a full list please go to the website at https://www.evicore.com/provider</p>

<p>Behavioral Health Services</p> <p>Call (833) 302-6463 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.