



Blue Advantage HMOSM Key Contacts List

Provider Customer Service	1-800-451-0287
Member Customer Service	1-888-697-0683
<p>Availity® Portal (Obtain eligibility and benefits, authorizations and referrals, claims, claim status, and remittance.)</p> <p>Availity Authorizations & Referrals (Online tool used to request referrals for specialty care and prior authorizations for inpatient admissions and select outpatient services managed by Blue Cross and Blue Shield of Texas Medical Management)</p> <ul style="list-style-type: none"> • Availity Portal: http://www.availity.com • Availity Phone Number: 1-800-Availity (282-4548) • Availity Information: https://www.bcbstx.com/provider/claims/edi_availity.html • Availity Authorizations & Referrals Information: https://www.bcbstx.com/provider/tools/availity-authorizations.html 	
Electronic Medical Claim Submission	Electronic Payor ID: 84980
Paper Medical Claim Submission Address	Blue Advantage HMO P O Box 660044 Dallas, TX 75266-0044
AIM Specialty Health®	Call: 1-800-859-5299 Website: https://aimspecialtyhealth.com/providerportal/
Outpatient Clinical Reference Lab	Providers should refer to in-network Clinical Reference Labs. Refer to <i>Provider Finder</i> (https://www.bcbstx.com/find-a-doctor-or-hospital) for Blue Advantage in-network labs.
Behavioral Health	Magellan Behavioral Health Providers of Texas, Inc. (Magellan) 1-800-729-2422
EyeMed Vision	Vision Member Services 1-800-278-7916
Dental	Blue Advantage HMO members under age 20 benefits includes dental. For more information call: Dental Network of America at 1-800-820-9994.
Medical Appeals & Grievances	Blue Advantage HMO Appeals & Grievances P O Box 660044 Dallas, TX 75266-0044 Fax: 1-877-389-7594 Phone: 1-800-521-2227
BCBSTX Medical Care Management Department (Clinical information for a prior authorization or predetermination for medical healthcare services, i.e., inpatient or outpatient hospitalization and/or surgical procedure.)	1-855-896-2701
Provider Status -(To verify a provider's status, access the Online Provider Directory)	Online Provider Directory (<i>Provider Finder</i> ®)

Important Note: Always make a copy of the front & back of the member's ID card to confirm you have the correct telephone numbers.

By clicking this link, you will go to a new website/app ("site"). This new site may be offered by a vendor or an independent third party. The site may also contain non-Medicare related information. In addition, some sites may require you to agree to their terms of use and privacy policy. Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to Blue Cross and Blue Shield of Texas. AIM Specialty Health is an independent medical benefits management company that provides utilization management services for Blue Cross and Blue Shield of Texas (BCBSTX).