

Blue Cross Medicare AdvantageSM

Contacts List

Contact	Phone/Fax/Internet		
Member/Provider Customer Service (excluding Blue Cross Medicare Advantage Dual Care (HMO D SNP) <i>(To obtain benefits, eligibility or claims status)</i>	1-877-774-8592 Hours of operation: 8 a.m. - 8 p.m., MST, 7 days a week. From February 15 through September 30 alternate technologies (for example, voicemail) will be used on the weekends and holidays.		
Blue Cross Medicare Advantage Dual Care HMO SNP (D SNP) Member/Provider Customer Service <i>(To obtain benefits, eligibility or claims status)</i>	1-877-688-1813 Hours of operation: 8 a.m. - 8 p.m., MST, 7 days a week. From February 15 through September 30 alternate technologies (for example, voicemail) will be used on the weekends and holidays.		
Network Services Representative: (For Medicare Advantage Amendment information)	Refer to the Network Services Contacts and Related Service Areas		
Utilization Management (UM) (For Medical & Behavioral Health)			
<ul style="list-style-type: none"> • Preauthorization & Out-of-Network Referrals 	1-877-774-8592		
<ul style="list-style-type: none"> • Preauthorization Fax 	1-855-874-4711		
Care Management Programs (Medical & Behavioral Health)	1-855-390-6567		
Participating Labs			
<ul style="list-style-type: none"> • Quest 	1-800-232-3766		
<ul style="list-style-type: none"> • Lab Corp of America 	1-888-522-2677		
The Availity Health Information Network (For electronic claim questions)	1-800-282-4548 www.availity.com		
Claims Address <i>(For submission of paper claims)</i>	Blue Cross Medicare Advantage (Claims) P. O. Box 3686 Scranton, PA 18505		
<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> Grievances Blue Cross Medicare Advantage Attn: Grievances Dept. P. O. Box 4288 Scranton, PA 18505 </td> <td style="width: 50%; vertical-align: top;"> Appeals Blue Cross Medicare Advantage Attn: Appeals Dept. P. O. Box 663099 Dallas, TX 75266 </td> </tr> </table>	Grievances Blue Cross Medicare Advantage Attn: Grievances Dept. P. O. Box 4288 Scranton, PA 18505	Appeals Blue Cross Medicare Advantage Attn: Appeals Dept. P. O. Box 663099 Dallas, TX 75266	Standard Appeals Fax: 800-419-2009 Expedited Appeals Fax: 800-338-2227 Grievances Fax: 855-674-9189
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Blue Medicare RX MAPD Pharmacy Help Desk	1-800-693-6704		
CMS Website Address	www.cms.gov		

Blue Cross Medicare Advantage and Blue Cross Medicare Advantage Dual Care plans are HMO, HMO-POS, PPO, and HMO Special Needs Plans provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC), an independent licensee of the Blue Cross and Blue Shield Association. HCSC is a Medicare Advantage organization with a Medicare contract and a contract with the New Mexico Medicaid program. Enrollment in HCSC's plans depends on contract renewal.