



## Attention Web Authorization Customers

*We now have message lines dedicated to our Web Authorization Customers.*

If you have a Web authorization question or problem, please leave your name, number and a brief message on the respective message line and a Web Nurse will return your call as soon as possible. If you have technical questions, please contact the eBusiness Service Center at 423.535.5717.

### Web Line

(authorization technical issues)

423.535.5717 Option 2

### BlueCare/TennCareSelect Message Line

423.535.4968

### Commercial Message Line

(authorization non-technical issues)

423.535.7543

### Medicare Advantage Message Line

1.800.924.7141

### Cover Tennessee Message Line

(authorization non-technical issues)

423.535.7748

### eBusiness Service Center

(technical issues related to  
Web authorizations or BlueAccess®  
availability, 8:00 am - 6:30 pm EST)

423.535.5717 Option 2

### eBusiness Marketing

#### Debbie Angner - West TN

Debbie\_Angner@bcbst.com  
901.544.2285

#### Faye Mangold - Middle TN

Faye\_Mangold@bcbst.com  
423.535.2750

#### Faith Daniel - East TN

Faith\_Daniel@bcbst.com  
423.535.6796

### ProgenyHealth NICU thru 1st Year of Life Care Management (Prior Auth and Case Management)

1.888.832.2006

Mon-Fri 8:30am-5:00pm ET

### MedSolutions High Tech Imaging Prior Authorization

888.693.3211

Mon-Fri 8am-8pm ET

Online Authorization Process:  
[www.medsolutionsonline.com](http://www.medsolutionsonline.com)

Fax authorization request forms are also  
available on the website and may be faxed to  
888.693.3210

[www.bcbst.com/providers/hti/HTIQRG.pdf](http://www.bcbst.com/providers/hti/HTIQRG.pdf)

### Pharmacy Prior Authorizations

Caremark 877.916.2271

Appeals 888.343.4232

### Care Centrix For Prior Authorization

Telephonic-866.776.1123

Fax-866.501.4665

[www.carecentrix.com](http://www.carecentrix.com)

CareCentrix manages provider network  
and authorizations for Durable Medical  
Equipment/Medical Supplies, Home Health  
and Orthotic and Prosthetic Services



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