

Quick Reference for Addressing BlueCross BlueShield of Tennessee Provider Disputes

To ensure accurate routing and expeditious processing of your appeal, please refer to the information below when submitting your dispute.

Provider Audit Reconsiderations

For Facilities use:

Facility Review Department-CH 1.4
BlueCross BlueShield of Tennessee
1 Cameron Hill Circle
Chattanooga, TN 37402

All Other Providers use:

Provider Review Department-CH 1.4
BlueCross BlueShield of Tennessee
1 Cameron Hill Circle
Chattanooga, TN 37402

All other Provider Disputes are handled in 2 phases; **Reconsideration** with possible escalation to formal **Appeal**. The Reconsideration process is handled by the applicable Customer Service Department for the member's coverage.

Please refer to the following when submitting requests for **Reconsiderations**.

- **Commercial**
Attn: Customer Service Department
BlueCross BlueShield of Tennessee
1 Cameron Hill Cr
Chattanooga, TN 37402-0001

- **BlueCare/TennCareSelect**
Attn: BlueCare Customer Service
BlueCross BlueShield of Tennessee
1 Cameron Hill Cr
Chattanooga, TN 37402-0001

- **BlueAdvantage**
 Attn: BlueAdvantage Customer Service
 BlueCross BlueShield of Tennessee
 1 Cameron Hill Cr Ste 0005
 Chattanooga, TN 37402-0005

- **Provider Audit of hospital claims**
 Attn: Facility Review CH 1.4
 BlueCross BlueShield of Tennessee
 1 Cameron Hill Circle
 Chattanooga, TN 37402-0001

- **Provider Audit of non-hospital claims**
 Attn: Provider Review CH 1.4
 BlueCross BlueShield of Tennessee
 1 Cameron Hill Circle
 Chattanooga, TN 37402-0001

If the results of the Reconsideration do not satisfy the disputing party, a request for a formal Appeal may be submitted to:

- Attn: Provider Appeals Coordinator CH 2.5
 Provider Network Management
 BlueCross BlueShield of Tennessee
 1 Cameron Hill Circle
 Chattanooga, TN 37402-0001



Utilization Management Appeals
 (Commercial or BlueCare/TennCareSelect Members)

- Attn: UM Appeals
 BlueCross BlueShield of Tennessee
 1 Cameron Hill Cr
 Chattanooga, TN 37402-0001

Exhausting the UM Appeal process satisfies Sections II., A & B. of the Provider Dispute Resolution Procedure (PDRP). If the party is still dissatisfied, he/she may appeal the adverse decision pursuant to Section II., D – Binding Arbitration.