

CARE MANAGEMENT CONTACTS

	Medicare Advantage				
	Commercial	CoverKids SM	BlueCare™/ TennCare Select	BlueAdvantage (PPO) [™]	BlueCare Plus (HMO SNP) [™]
Transition of Care	1-800-818-8581 , ext. 6900 Fax: 1-866-230-3424	1-888-416-3025	1-888-416-3025	1-800-924-7141 Fax: 1-888-535-5243	1-877-715-9503 Fax: 1-866-325-6694
<i>Includes discharge coordination, Skilled Nursing Facility & Rehab transfers, Home Health, & Durable Medical Equipment</i>					
Population Health	1-800-818-8581 Transplant: 1-888-207-2421	1-888-416-3025	1-888-416-3025	1-800-611-3489 Fax: 1-800-727-0841 High-Tech Imaging: Phone: 1-888-258-3864	1-877-715-9503 Fax: 1-866-325-6694
<i>To use as a referral source when there is no Transition of Care involvement. Inclusive of Case Management, Disease/Chronic Condition Management, Behavioral Health and Transplant</i>					
Reconsideration	1-800-924-7141 or call assigned TOC nurse	1-800-924-7141 or call assigned TOC nurse	1-888-423-0131 or call assigned TOC nurse	Reconsiderations are an appeal after organizational determination per CMS regulations. Follow appeal directions below.	1-800-299-1407
<i>Additional information for active authorization related services: call, fax or send via web for reconsideration of an adverse determination</i>					
Peer-to-Peer Discussions	1-800-924-7141 or TOC nurse can assist. Requires two dates / availability times. If bypassed and appeal is initiated, then the peer-to-peer option is forfeited.	1-888-423-0131 or TOC nurse can assist. Requires two dates / availability times.	1-888-423-0131 or TOC nurse can assist. Requires two dates / availability times.	1-800-924-7141 Peer to Peer is offered for lack of clinical information or as additional part of provider appeal process.	1-866-789-6314 Requires two dates / availability times.
Appeals related to an authorization	Fax: (423) 591-9451 BlueCross BlueShield of Tennessee 1 Cameron Hill Circle, Ste 0017 Chattanooga, TN 37402-0017	Fax: 1-800-851-2491 BlueCross BlueShield of Tennessee 1 Cameron Hill Circle, Ste 0039 Chattanooga, TN 37402-0039	Fax: 1-888-357-1916 BlueCross BlueShield of Tennessee 1 Cameron Hill Circle, Ste 0020 Chattanooga, TN 37402-0020	Fax: 1-888-535-5243 BlueAdvantage SM /BlueChoice SM Appeals 1 Cameron Hill Circle, Ste 0005 Chattanooga, TN 37402-0005	Fax: (423) 591-9163 BlueCare Plus SM 1 Cameron Hill Circle, Ste 0042 Chattanooga, TN 37402-0042
<i>Should occur when unsatisfied with the reconsideration or Peer-to-Peer options</i>					
Claim-related reconsiderations and appeals with no authorization on file.			BlueCross BlueShield of Tennessee 1 Cameron Hill Circle, Ste 0039 Chattanooga, TN 37402-0039		
Behavioral Health Referrals	Vendor/coverage can vary from plan to plan, so check with Provider Service at 1-800-924-7141 .	1-888-325-8386	1-888-416-3025	1-800-924-7141	1-877-715-9503
Behavioral Health Consultation Lines	PCP Consult Line: 1-800-367-3403 BH Peer to Peer Request Line: (423) 535-2015				
24/7 Nurseline	1-800-818-8581	1-866-904-7477	1-800-262-2873	1-866-275-1660	1-888-747-8951
<i>Can provide to members at time of discharge</i>					
Customer Service/ Provider Services	1-800-924-7141	1-800-924-7141	1-800-468-9736 BlueCare 1-800-276-1978 TennCare Select	1-800-841-7434	1-800-299-1407
<i>Authorizations, Benefits, Claims, Billing</i>					
Customer Service/ Member Services	1-800-565-9140	1-888-325-8386	1-800-468-9698 BlueCare 1-800-263-5479 TennCare Select	1-800-831-BLUE (2583) PPO 1-800-818-0962 Group 1-800-317-BLUE (2583) HMO	1-800-332-5762
Web Services	(423) 535-5717 (Option 2) eBusiness Service Center, Technical Issues to Web Authorization or Availability				

BlueCare Tennessee, BlueCare and BlueCross BlueShield of Tennessee, Inc., Independent Licensees of the BlueCross BlueShield Association
BlueCare Plus is a HMO SNP plan with a Medicare contract. Enrollment in BlueCare Plus depends on contract renewal.