

CARE MANAGEMENT CONTACTS

		Medicare Advantage		
	Commercial	BlueCare SM / TennCareSelect/ CoverKids	BlueAdvantage (PPO) SM BlueEssential (HMO C-SNP) SM	BlueCare Plus (HMO D-SNP) SM BlueCare Plus Choice (HMO D-SNP) SM
Discharge Planning/ Transition of Care	1-800-818-8581, ext. 6900 Fax: 1-866-230-3424	1-888-423-0131	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	1-800-611-3489 Fax: 1-800-727-0841	1-877-715-9503 Fax: 1-866-325-6694
<i>Inclusive of Case Management, Disease/Chronic Condition Management and Behavioral Health</i>				
Reconsideration	1-800-924-7141 or call assigned TOC nurse	1-888-423-0131	Reconsiderations are an appeal after organizational determination per CMS. 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 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 1 Cameron Hill Circle, Ste 0017 Chattanooga, TN 37402-0017	Fax: 1-888-357-1916 1 Cameron Hill Circle, Ste 0020 Chattanooga, TN 37402-0020	Fax: 1-888-535-5243 1 Cameron Hill Circle, Ste 0005 Chattanooga, TN 37402-0005	Fax: (423) 591-9163 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 varies from plan to plan, so call Provider Service at 1-800-924-7141.	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	1-800-262-2873	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	1-800-468-9736 BlueCare 1-800-276-1978 TennCareSelect 1-800-924-7141 CoverKids	1-800-924-7141 1-888-258-3864 Part B Pharmacy 1-877-965-2271 ESI Part D Pharmacy 1-888-258-3864 High Tech Imaging	1-800-299-1407
<i>Authorizations, Benefits, Claims, Billing</i>				
Customer Service/ Member Services	1-800-565-9140	1-800-468-9698 BlueCare 1-800-263-5479 TennCareSelect 1-888-325-8386 CoverKids	1-800-831-2583 BlueAdvantage 1-800-818-0962 Group 1-888-851-2583 BlueEssential	1-800-332-5762
Web Services	(423) 535-5717 (Option 2) eBusiness Service Center, Technical Issues related to Web Authorization or Availity®			