

# BlueAlert<sup>SM</sup>



A monthly newsletter for our provider community, featuring important updates and reminders about our company's policies and procedures. All information is broken out by line of business.

## BlueCross BlueShield of Tennessee, Inc.

This article is an addendum to the August 2024 BlueAlert Newsletter. It applies to all lines of business.



### How to Update Hospital Affiliations Quickly and Accurately

If your hospital admitting privileges have changed, please make sure your updates are captured in the CAQH provider data profile so members will have the correct information. If you follow the directions below, your new privileges will be displayed in our provider directory within two business days.

- Go to the **Hospital Affiliations** tab in your CAQH Provider Data Profile.
- Use the drop-down menu to find the hospital name rather than choosing **other** or typing in the name of the hospital. This assures that all the correct information for that hospital is automatically loaded and won't require manual corrections.
- Continue filling in the updated information on this tab (Primary Hospital, Admitting Privilege Status, etc.).
- Select **Reattest** to send the information to us.

If you have questions, please contact provider service.

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## Contact Us Through Availity

Availity® makes it easy for you to do business with us online anytime, offering faster prior authorizations, claims decisions and more. You can log in at **Availity.com** to:

- Check benefits, eligibility and coverage details
- Manage prior authorizations
- Enroll a provider
- Request claim status
- View fee schedules and remittance advice
- Manage your contact preferences



PROVIEW™

Be sure your **CAQH ProView™** profile is kept up to date at all times. We depend on this vital information.

### Important Note:

If you have moved, acquired an additional location, changed your status for accepting new patients, or made other changes to your practice or facility:

Please visit our payer space at [Availity.com](http://Availity.com) and update your information.

Update your provider profile on the [CAQH Provider Portal](#) website.

**Questions? Call 1-800-924-7141.**

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## Provider Service Lines:

Featuring "Touchtone" or "Voice Activated" Responses

<b>Commercial Service Lines</b>	1-800-924-7141
Monday-Friday, 8 a.m. to 6 p.m. (ET)	
<b>Commercial UM</b>	1-800-924-7141
Monday-Thursday, 8 a.m. to 6 p.m. (ET) Friday, 9 a.m. to 6 p.m. (ET)	
<b>Federal Employee Program</b>	1-800-572-1003
Monday-Friday, 8 a.m. to 6 p.m. (ET)	
<b>BlueCare</b>	1-800-468-9736
<b>TennCareSelect</b>	1-800-276-1978
<b>CoverKids</b>	1-800-924-7141
<b>CHOICES</b>	1-888-747-8955
<b>ECF CHOICES</b>	1-888-747-8955
Monday-Friday, 8 a.m. to 6 p.m. (ET)	
<b>BlueCare Plus<sup>SM</sup></b>	1-800-299-1407
Seven days/week, 8 a.m. to 6 p.m. (ET)	
<b>Select Community</b>	1-800-292-8196
Monday-Friday, 8 a.m. to 6 p.m. (ET)	
<b>BlueCard</b>	
Benefits & Eligibility	1-800-676-2583
All other inquiries	1-800-705-0391
Monday-Friday, 8 a.m. to 6 p.m. (ET)	
<b>BlueAdvantage</b>	1-800-924-7141
Seven days/week, 8 a.m. to 9 p.m. (ET)	
<b>eBusiness Technical Support</b>	
Phone: Select Option 2 at	(423) 535-5717
Email:	<a href="mailto:eBusiness_service@bcbst.com">eBusiness_service@bcbst.com</a>
Monday-Thursday, 8 a.m. to 6 p.m. (ET)	
Friday, 9 a.m. to 6 p.m. (ET)	