
Introduction

Providing top-quality service to you is our number one goal. We've developed this phone directory to help you reach the Blue Cross Blue Shield of Massachusetts associates who can answer your questions and address your concerns.

This phone book alphabetically lists the resources that may guide you in doing business with us. We list the phone number, address, and where applicable, the e-mail address and fax numbers. ***Please refer to the blue book if you need more information about a particular subject.***

Physician Hotline

We've established a Physician Hotline for physicians in particular to call to resolve urgent issues or questions regarding a patient's BCBSMA health care coverage that need to be address immediately: ***1-888-995-BLUE (2583).***

Listed below are the physicians in our Health Care Services Division who are available to answer your questions and address your concerns. Feel free to call or e-mail them with your comments.

Chief Physician Executive

John A. Fallon, MD—Chief Physician Executive and Senior Vice President, Provider Partnerships
(617) 246-3392
john.fallon@bcbsma.com

Regional Medical Directors

Karen Boudreau, MD—Medical Director for Quality Improvement
(617) 246-5377
karen.boudreau@bcbsma.com

Jan Cook, MD, MPH—Medical Director, Provider Partnerships
(617) 246-4896
jan.cook@bcbsma.com

Peter Goldbach, MD—Medical Director, Provider Partnerships
(617) 246-4936
peter.goldbach@bcbsma.com

Thomas Hawkins, MD—Medical Director for Health-Informatics
(617) 246-5376
thomas.hawkins@bcbsma.com

Barry Zallen, MD—Medical Director, Provider Partnerships
(617) 246-4931
barry.zallen@bcbsma.com

Introduction, continued

How to Enter Provider & Member Numbers When Calling Provider Services

When calling any of our Provider Services telephone numbers (listed below), you will need to enter your provider number and the member's identification number when prompted, to be routed to the appropriate service representative. You need to convert the alpha prefixes of your provider number to digits before calling as shown in the chart below.

IMPORTANT: If for some reason you are unable to enter this information, you will still always be able to reach a service representative through a series of menu options similar to what you have experienced in the past.

You need to enter your provider and member number when you call:

- Ancillary Provider Services: 1-800-451-8124
- Professional Provider Services: 1-800-882-2060
- InfoDial®: 1-800-443-6657 and (617) 956-2374
- BlueCard® Eligibility: 1-800-676-BLUE (2583)

How to Enter Letters in Telephone

For this letter:	Enter this code:	For this letter:	Enter this code:
A	*21	N	*62
B	*22	O	*63
C	*23	P	*71
D	*31	Q	*11
E	*32	R	*72
F	*33	S	*73
G	*41	T	*81
H	*42	U	*82
I	*43	V	*83
J	*51	W	*91
K	*52	X	*92
L	*53	Y	*93
M	*61	Z	*12

Adjustment Requests

- ▶ See "Claims/Billing/Reimbursement Inquiries"
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Appeals

- ▶ See "Case Management/Utilization Review"
-

Authorization/Referrals

- ▶ Authorization or referral involving a submitted claim 1-800-882-2060

 - ▶ Authorization or referral that cannot be entered electronically 1-800-327-6716

 - ▶ Check status of referral or authorization Use WebMD®'s POS Device, Online Services (WebMD® Office), or call InfoDial® at 1-800-443-6657

 - ▶ Home Infusion Therapy Authorization Fax: 1-888-641-5355

 - ▶ Pharmacy pre-authorization submission Fax: 1-800-583-6289
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Benefit/Eligibility Inquiries

- ▶ BCBSMA or EDS Employees 1-800-238-6616

 - ▶ Behavioral health/substance abuse Please refer to the behavioral health phone number on the back of the patient's ID card

 - ▶ Dental Use Online Services or call:
 - Federal Employee Program members 1-800-882-1156
 - All other members 1-800-882-1178

 - ▶ Medical Use the POS device or Online Services, or call:
 - Out-of-state/BlueCard® members 1-800-676-BLUE (2583)
 - In-state BCBSMA members
 - Eligibility Use the POS device, Online Services, (WebMD Office), or call InfoDial at 1-800-443-6657
 - Benefits Use Online Services, or call:
1-800-882-2060 (physicians and office staff)
1-800-451-8124 (ancillary providers)
1-800-451-8123 (institutional providers)
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BlueCard® Program

- Out-of-state/
BlueCard member eligibility Use Online Services, or call:
1-800-676-BLUE (2583)
 - WorldWide participating hospitals 1-800-810-BLUE (2583)
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Blue Health Coach

- ▶ See “Health/Disease Management Programs”
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Cardiac HealthwaysSM Program

- ▶ See “Health/Disease Management Programs”
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Case Management/Utilization Review

- ▶ Authorization and precertification See Authorization/Referrals
 - ▶ Case Management/Coordination of Care (serious illness or injury)
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- Blue Care® 65 members 1-800-222-7620, or fax to 1-800-447-2994 Blue Cross Blue Shield of MA
Blue Care®65
100 Newport Avenue
No. Quincy, MA 02171-5201
- Federal Employee Program members 1-800-689-7219, or fax to 1-888-282-1315 Blue Cross Blue Shield of MA
Federal Employee Program
Clinical Coordination
25 Newport Avenue Ext.
No. Quincy, MA 02171
- Medex®/Non-group members 1-800-392-0098, or fax to (617) 246-4210 Blue Cross Blue Shield of MA
Medex
Clinical Coordination MS 12-22
25 Newport Avenue Ext.
No. Quincy, MA 02171
- All other members 1-800-392-0098, or fax to 1-888-282-0780 Blue Cross Blue Shield of MA
Clinical Coordination
25 Newport Avenue Ext.
No. Quincy, MA 02171
- IVF services 1-800-392-0098, or fax to 1-800-836-1112 Blue Cross Blue Shield of MA
Clinical Coordination
25 Newport Avenue Ext.
No. Quincy, MA 02171
- Rehabilitation Hospitals Fax: 1-888-641-5330
- Skilled Nursing Facilities Fax: 1-888-641-5330

Case Management/Utilization Review, continued

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| ▶ Clinical Coordination
(all services) | 1-800-327-6716
Fax: 1-888-282-0780 | |
| ▶ Clinical Appeal Requests | | |
| • Blue Care® 65 members | 1-800-222-7620, or fax to
(617) 246-5118 | Blue Cross Blue Shield of MA
BC 65 Appeals Coordinator
Clinical Coordination
25 Newport Avenue Ext.
No. Quincy, MA 02171 |
| • All other members | 1-800-327-6716, or fax to
(617) 246-4225 | Blue Cross Blue Shield of MA
Appeals Coordinator
Clinical Coordination
25 Newport Avenue Ext.
No. Quincy, MA 02171 |
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Check-related Inquiries

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| ▶ To obtain status of a check | Call Provider Services at:
1-800-882-2060 (physicians and office staff)
1-800-451-8124 (ancillary providers)
1-800-451-8123 (institutional providers) | |
| ▶ To return a BCBSMA company
check, to mail a check for an
uncontested portion of an invoice,
or to pay an account invoice in full | | Blue Cross Blue Shield of MA
Landmark Center
Cash Receipts, MS 01/07
401 Park Drive
Boston, MA 02215-3326 |
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Claims/Billing/Reimbursement Inquiries

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| ▶ Dental | | |
| • BCBSMA or EDS employees | 1-800-238-6616 | Blue Cross Blue Shield of MA
Employee Services
P.O. Box 9151
No. Quincy, MA 02171 |
| • Federal Employee Program
members | 1-800-882-1156 | Blue Cross Blue Shield of MA
Federal Employee Program
P.O. Box 532
Rockland, MA 02370
Attn. Dental Inquiries |
| • All other dental members | 1-800-882-1178 | Blue Cross Blue Shield of MA
P.O. Box 9199
No. Quincy, MA 02171 |
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Claims/Billing/Reimbursement Inquiries, continued▶ **Medical**

- BCBSMA or EDS employees 1-800-238-6616 Blue Cross Blue Shield of MA
Employee Services
P.O. Box 9151
No. Quincy, MA 02171
 - In-state/out-of-state member
 - Claim status

Use WebMD®'s POS
device, WebMD Office
or call InfoDial at
1-800-443-6657
 - All other claim inquiries 1-800-882-2060 (physicians and office staff)
1-800-451-8124 (ancillary providers)
1-800-451-8123 (institutional providers)
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- ▶ Behavioral Health/Substance Abuse Please refer to the behavioral health
phone number on the back of the
patients ID card
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Claims Submission Information

- ▶ Coordination of Benefits (COB)
paper claims (please attach PIP
Letter for auto accidents) Blue Cross Blue Shield of MA
Provider Services
P.O. Box 5000
Rockland, MA 02370-5000
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- ▶ CMS-1500 claims format
is not available for use with
a facility 10-digit provider
number.
- Electronic Claims
 - In-state members Use WebMD's Accuclaim Plus,
HealthWire, HealthWire Direct,
or call InfoDial® at
1-800-443-6657 Blue Cross Blue Shield of MA
Coordination of Benefits,
MS 09/7B
100 Hancock Street, 7th Floor
No. Quincy, MA 02171
 - Out-of-state members
 - For electronic submission
questions See "Technology"
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Claims Submission Information, continued**▶ Paper Claims**

- In-state members

Blue Cross Blue Shield of MA
P.O. Box 9196
No. Quincy, MA 02171-9196

- Out-of-state/BlueCard members

Blue Cross Blue Shield of MA
P.O. Box 9209
No. Quincy, MA 02171-9209

CME Links, Clinical Trials**▶ www.bluecrossma.com/provider
and click on**

- Med•Blue for online medical references
and CME programs, or
 - Veritas Medicine for clinical trials
and information
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Contract-Related Inquiries**▶ Change of address, phone number,
or office hours****▶ Open a new office location****▶ Change in different languages
spoken in your office**

Blue Cross Blue Shield of MA
Provider Enrollment
Attn: Front End Team
1030 Hingham St., MS 67-13
Rockland, MA 02370
or
e-mail at
provider_enrollment@bcbsma.com

**▶ Credentialing/recredentialing
Questions** 1-800-419-4419**▶ Questions about your BCBSMA
provider contract** Please contact your
Provider Relations office at
1-800-316-BLUE (2583)**▶ Status of your application** 1-800-419-4419

Coordination of Benefits and Third-party Liability**Reimbursement Inquiries****▶ Third-party Liability**

Third-party Liability includes:

- Auto accident claims
- Legal claims
- Subrogation
- Workers' Compensation

- ▶ If your request involves third-party liability

Call 1-800-444-6502

Or write us at:

Blue Cross Blue Shield of MA
Third-party Liability, 7th floor
100 Hancock Street
North Quincy, MA 02171

- ▶ If your request involves third-party liability for a non-Massachusetts member

Call 1-800-882-2060

Or write us at:

Blue Cross Blue Shield of MA
PO Box 5000
Rockland, MA 02370**▶ Coordination of Benefits**

- Medicare primacy inquiries

1-800-839-8991, or fax to
(617) 246-9991Blue Cross Blue Shield of MA
Coordination of Benefits,
MS 09/88
100 Hancock Street, 7th floor
No. Quincy, MA 02171

- With another health plan

1-888-799-1888, or fax to
(617) 246-9991Blue Cross Blue Shield of MA
Coordination of Benefits,
MS 09/88
100 Hancock Street, 7th floor
No. Quincy, MA 02171**Claim Submissions****▶ Third-party Liability**

(please include a copy of the Personal Injury Protection, PIP exhaustion letter or the Workers Compensation denial letter).

Blue Cross Blue Shield of MA
P.O. Box 9196
No. Quincy, MA 02171-9197

- ▶ **Coordination of Benefits** (please include a copy of the Medicare or other health plan explanation of payment.)

Blue Cross Blue Shield of MA
P.O. Box 9196
No. Quincy, MA 02171-9197

Coordination of Benefits and Third-party Liability, continued**Adjustment Requests****► Coordination of Benefits**

- Medicare Primacy
- With another health plan

Blue Cross Blue Shield of MA
Coordination of Benefits,
MS 09/7B
100 Hancock Street, 7th floor
No. Quincy, MA 02171

► Third-party Liability

- Overpayment or denial related to an auto accident or Workers' Comp injury/illness

- For claims denied beyond the Timely Filing Limit (B090), please include a copy of the Personal Injury Protection (PIP) exhaustion letter or the Workers' Compensation denial letter.

Blue Cross Blue Shield of MA
Third Party Liability
100 Hancock St. 7th Floor
No. Quincy, MA 02171

Blue Cross Blue Shield of MA
Provider Services
P.O. Box 5000
Rockland, MA 02370-5000

Diabetes HealthwaysSM

- See "Health/Disease Management Programs"

Eligibility Inquiries

- See "Benefit/Eligibility Inquiries"

Fraud

- Report fraudulent activity to 1-800-992-4100
BCBSMA

Health/Disease Management Programs

- Blue Care[®] Connection for:

- A Healthy Heart 1-800-306-7121
- Breast Health 1-800-392-0098
- Diabetes 1-877-301-1430
- Heart Failure 1-877-301-1430
- Kidney Conditions 1-877-301-1430
- Select Conditions 1-866-217-2920

- Blue Health Coach (617) 246-4100

HIPAA**► Questions?**

email:
HIPAA.Regulations@bcbsma.com

(include your name, company
name, your title and question)

► For information:

www.bluecrossma.com/provider
and click on HIPAA

Medical Policy**► BCBSMA medical policies,
clinical recommendations,
benefit information**

www.bluecrossma.com/medical
policies, or call 1-888-633-7654,
and press Option 2 to request
document 411 for a complete list of
all available documents

► Questions?

1-800-882-2060 (physicians and office staff)
1-800-451-8124 (ancillary providers)
1-800-451-8123 (institutional providers)

► To comment on medical policies

ebr@bcbsma.com

Member Services**► Member should call the phone number on the back of their ID card.****National Provider Identifier (NPI)****► Questions?**

www.bluecrossma.com/provider
email: npi.questions@bcbsma.com
(include your name, company name,
your title and question)

Online Services**► To register**

Call WebMD at 1-877-GO-WEBMD
and use promotional code: P1BCBSMA03

► For information

www.bluecrossma.com/provider

Other Insurance**► Coordination of Benefits**

See “Coordination of Benefits and Third-
party Liability”

Prescription Drugs (Clinical Pharmacy)

- Questions regarding outpatient drugs 1-800-366-7778, or fax to 1-800-583-6289
- Drug Authorization Form Call Fax-on-Demand at 1-888-633-7654, request document #434
- Obtain prior authorization for drugs outside greater Boston Fax to 1-800-583-6289
- Submit a pharmacy pre-authorization Fax to 1-800-583-6289

Provider Relations

- ▶ Contract questions and non-claims related issues 1-800-316-BLUE (2583)
- Ancillary Provider Relations Press 2 Blue Cross Blue Shield of MA
Landmark Center
401 Park Drive
Boston, MA 02215
- Behavioral Health Press 3 Blue Cross Blue Shield of MA
Landmark Center
401 Park Drive
Boston, MA 02215
- Metro North Regional Office Press 4 Blue Cross Blue Shield of MA
401 Edgewater Place
Suite 570
Wakefield, MA 01880
- Metro South Regional Office Press 5 Blue Cross Blue Shield of MA
25 Newport Avenue
No. Quincy, MA 02171
- Central Regional Office Press 6 Blue Cross Blue Shield of MA
446 Main Street, 5th Floor
Worcester, MA 01608-2354
- West Regional Office Press 7 Blue Cross Blue Shield of MA
Tower Square
1500 Main Street, Suite 1800
Springfield, MA 01115-5289

Provider Services

When calling Provider Services, you need to enter your provider number and member ID number to be routed to the appropriate service representative. **See page 2 for instructions.**

For claims related issues, Provider Services hours are Monday-Wednesday and Friday, 8:30 am-4:30 pm, and Thursdays, 9:30 am-5:30 pm.

• Physicians and office staff: 1-800-882-2060

• Ancillary Providers 1-800-451-8124

QuitWorksSM

- ▶ For information www.quitworks.org
Call the Try-to-STOP TOBACCO
Resource Center of Massachusetts
1-800-879-8678 or call your
Provider Relations Manager at 1-800-316-BLUE (2583)
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Referrals & Authorizations

- ▶ See “Authorizations/Referrals”
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Smoking Cessation

- ▶ See “QuitWorks”
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Supplies, Forms or Manuals

- ▶ Mail or fax all requests on letterhead (indicate form name, stock number, quantity desired) or complete our reorder form (stock number 361875) Fax: 1-800-477-9975 Blue Cross Blue Shield of MA
Forms Management
c/o JJ Daly, Inc.
P.O. Box 1089
Boston, MA 02205-1089
- ▶ Fax-on-Demand 1-888-633-7654
BCBSMA medical policies, Press Option 2 or, request
clinical recommendations, benefit document 411 for a complete
information, provider publications list of all available documents
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Tax Information

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|-------------------|----------------|--|
| ▶ 1099 processing | (617) 246-5764 | Blue Cross Blue Shield of MA
Landmark Center
1099 Reporting Unit
401 Park Drive
Boston, MA 02215 |
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Technology

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| ▶ Fax-on-Demand
BCBSMA medical policies,
clinical recommendations, benefit
information, provider publications | 1-888-633-7654
Press Option 2 or, request
document 411 for a complete
list of all available documents | |
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| ▶ InfoDial® | | |
| • Claims status, eligibility, status
of referrals/outpatient/inpatient
authorizations | 1-800-443-6657 or
1-617-956-2374 | |
| • User Guide | Fax-on-Demand:
1-888-633-7654 document 702 | |
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| ▶ Online Services (WebMD Office) | 1-877-GOWEBMD
(1-877-469-3263) | www.bluecrossma.com/provider |
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| ▶ Sales or product information
for WebMD technologies | 1-800-266-2206, Press Option 1 | |
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| ▶ WebMD Point of Service (POS)
Device | | |
| • User Guide | Download from www.healthwire.com ,
or call WebMD at 1-800-333-0263 | |
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| ▶ WebMD Technical
Support/General Information | 1-800-266-2206 | |
| • Sales or Product Information | Press Option 1 | |
| • Healthwire Installation | Press Option 2 | |
| • HealthWire | Press Option 3 | |
| • Open Mail | Press Option 3 | |
| • POS Device | Press Option 4 | |
| • InfoDial | Press Option 5 | |
| • EMC/PTN | Press Option 6 | |
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Websites

▶ BCBSMA General Information	www.bluecrossma.com
▶ BCBSMA Provider Information	www.bluecrossma.com/provider
▶ BlueCard®Program: Doctor/ Hospital Finder	<a href="http://www.bcbs.com/healthtravel/
finder.html">www.bcbs.com/healthtravel/ finder.html
▶ CME links/clinical trials	www.bluecrossma.com/provider and click on: “Med•Blue” or “Veritas Medicine”
▶ Medical Policy	<a href="http://www.bluecrossma.com/
medicalpolicies">www.bluecrossma.com/ medicalpolicies
▶ WebMD Office demo	www.webmdenvoy.com (go to WebMD Office Log-in to take the WebMD Office tour.)
▶ WebMD User Guides	www.healthwire.com