BlueCross BlueShield of Vermont
An Independent Licensee of the Blue Cross and Blue Shield Association.

CONTACT INFORMATION FOR PROVIDERS

DEPARTMENT or COMPANY	PHONE NUMBER	E-MAIL	FAX	CONTACT FOR ISSUES RELATED TO:
Appeal Submission – For Blue Cross VT members only **Services (except for medications, see below):** Please be advised, the fax/email is for appeals only- benefits, claims and other questions will not be responded to. **First Level Appeals for Medications** (including drugs administered in a physician's office or outpatient setting) are processed by OptumRx **DO NOT** SEND BLUECARD APPEALS HERE. They need to go to BlueCard@bcbsvt.com, with a Blue Cross VT BlueCard Appeal Form.	N/A (888) 403-3398	appeals@bcbsvt.com No EMail but Mailing Address: OptumRx C/O Appeals Coordinator P O Box 25184 Santa Ana, CA 92799	(866) 617-8969 Attn: Appeals (877) 239-4565	Providers have limited services they can appeal on behalf of a member. Details are in our online provider handbook. Please make sure your request is clearly marked "APPEAL" and includes member name, member ID (including prefix), drug(s) in question and supporting medical documentation
CAQH Provider Help Desk (credentialing or re-credentialing) Providers must complete/update and attest to the CAQH credentialing application for new credentialing or re-credentialing	(888) 599-1771	providerhelp@proview.caqh.org CAQH website for Providers: https://proview.caqh.org/pr CAQH website for Practice Managers: https://proview.caqh.org/pm	N/A	Assistance with questions on website, or difficulties with completing/updated CAQH profile.
CBA Blue	(888) 222-9206	service@cbabluevt.com	(802) 846-2755	Everything CBA:

CBA Blue is a third-party administrator owned by Blue Cross VT. It operates independently of Blue Cross VT. Payer ID 03036 Not sure if CBA Blue member? A complete listing of CBA Blue prefixes is available on our provider website at bluecrossvt.org/provider on the link provider forms & resources under claim forms & information	Press 3 for Customer Service			Benefits/Eligibility Claim status/adjustment/denial Prior Authorization
Claim – Corrected Claim Submission Please be advised, if you are emailing, the content of the email is not retained or reviewed. Please review our online corrected claims submission guidelines before emailing or faxing.	N/A	correctedclaims@bcbsvt.com	(802) 371-3365	Our preferred method of submission is through an 837 transaction, however, if you need to submit "paper" corrected claims you can either fax or email.
Claim Submissions Please be advised, if you are emailing, the content of the email is not retained or reviewed, only the attachments are forwarded for processing	N/A	claims@bcbsvt.com	(866) 334-4232	Our preferred method of submission is through an 837 transaction, however, if you need to submit "paper" claims you can either fax or email.
Customer/Provider Service • **BlueCard claim inquiries and appeals** including New England Health Plan Excludes: Medicare Advantage Policies (see below)	(800) 395-3389	PREFERRED METHOD bluecard@bcbsvt.com to avoid delays email must include:	(802) 225-7698	Claim inquiries or claim processing concerns only.

		billing NPI, member name, member ID (including prefix), date of birth and date of service.		
• **Medicare Advantage claim inquiries** - Handled by Vermont Blue Advantage These are members of another Blue Plan that have a Medicare Advantage policy. Vermont Blue Advantage is separate and the information for VBA is at the bottom of this contact list.	(844) 839-5122	Only available by phone: (844) 839-5122.	N/A	Claim inquiries or claim processing concerns only.
• **BlueCard and Medicare Advantage Eligibility/Benefits**	(800) 676-2583	N/A	N/A	Benefits/Eligibility of BCBS members of another State if you are not able to do a 270/271 transaction.
• **Federal Employee Program (alpha prefix R)**	(800) 328-0365	fepcustomerservice@bcbsvt.com to avoid delays, email must include: billing NP, member name, member ID, date of birth and if applicable, date of service.	(802) 225-7700	Benefits/eligibility, claim status/adjustment/denial, coordination of benefits, Provider Voucher issues
• **Blue Cross and Blue Shield of Vermont (Blue Cross VT)** Not sure if Blue Cross VT member? A complete listing of Blue Cross VT prefixes is available on our provider website at bluecrossvt.org/provider on the link provider forms & resources under claim forms & information	(800) 924-3494	PREFERRED METHOD customerservice@bcbsvt.com to avoid delays, email must include: billing NPI , member name, member ID, date of birth, and if applicable, date of service.		Benefits/eligibility, claim status/adjustment/denial, coordination of benefits, Provider Voucher issues

Electronic Payments: PayeeHub powered by Zelis	(877) 882-0384	https://vt8004.payeehub.org/	N/A	Please see bluecrossvt.org/provider under the Provider Electronic Payment link for information.
Employer Enrollment Services (Blue Cross VT)	(888) 320-9798 option 1 then option 2 for small group	N/A	N/A	If you have Blue Cross VT coverage for your employees, they can assist with enrollment, termination or any other questions related to your group insurance coverage.
Fraud Hotline: Blue Cross VT Members Federal Employee Program Members	(833) 225-3810 (800) 337-8440	fraud_issues@bcbsvt.com Please note the email address is: Fraud_issues@bcbsvt.com		To report suspected fraudulent activity. If calling, please make sure to use appropriate phone line.
Integrated Health (IH) /Utilization Management (UM)	(800) 922-8778	utilizationmanagement@bcbsvt.com	(866) 387-7914	Physician-to-physician calls Prior approval status and pre-notification/pre-admission

Pharmacy Benefit Managers **Individuals** Medical Part D coverage administered by Blue Cross VT via the New England Joint Enterprise product, Blue Medical Rx. CVS/Caremark is the pharmacy Benefit manager for Blue Medicare Rx members. **Employer Group Wrap (EGWP) Plan** CVS/Caremark contact information for specified large group retirees, such as the Vermont Education Health Initiative (VEHI) and the University of Vermont (UVM). **Optum RX** NOTE: Some employer groups select their own pharmacy benefit manager. For appeal details, see above under Appeal Submission	(888) 620-1746 (855) 893-8538 (877) 493-1947 general (800) 313-7879 prior approval Peer to Peer requests need to be made through the prior approval number (800) 313-7879	Medicarecoveragedeterminations@caremark.com N/A N/A	(855) 633-7673 (855) 633-7673 (844) 403-1029 to fax a NEW prior approval request ONLY	Blue Medicare Rx (Medicare Part D) coverage determinations/prior authorizations and appeals. CVS/Caremark is available 24/7. All pharmacy related questions/issues including prior approval submission and prior approval status
Provider Credentialing and Re-Credentialing *See also CAQH*	N/A	BCBSVTCredentialing@bcbsvt.com	(866) 445-4125	New providers who have questions about credentialing or existing providers who have questions about their re-credentialing.
Provider Enrollment	(888) 449-0443 Option 2	providerfiles@bcbsvt.com	(802) 371-3489	New or existing provider/group questions or status on enrollment or demographic changes.

Provider Resource Center – password reset The Blue Cross VT provider resource center (our secure website that provides details on members, claims and proprietary information) is hosted by Health Trio. They manage password resets.	(877) 814-9909	NA	N/A	Password reset.
Provider Relations	(888) 449-0443 Option 1	providerrelations@bcbsvt.com	(802) 371-3489	Contractual or educational issues.
Radiology Carelon Medical Benefits Management (formerly AIM Specialty Health) NOTES: • FEP (prefix R): Basic and Standard policies do not require prior approval. FEP Blue Focus requires prior approval. Prior approval is done by Blue Cross VT. • New England Health Plan/Access Blue New England radiology prior approval is done by Blue Cross VT.	Provider Service: (800) 701-0080 option 1 Peer to Peer: (800) 701-0080 press 1 then prompt 2 to speak to MD reviewer Web Provider Assistance (800) 252-2121	www.providerportal.com	N/A	Submission, status of prior approval for radiology services
Technical Help Desk Electronic Data Interchange – EDI Website	(802) 371-3636 (800) 334-3441 option 1	N/A	N/A (802) 371-3659	All website issues including password/username
Technical Support/Enrollment Receiver ID for claims “BCBSVT” or “SB915”	(800) 334-3441 option 2	ecommercesupport@bcbsvt.com	(802) 225-7696	835/837 set up or information New clearinghouse information
Vermont Health Connect	(855) 899-9600	N/A	N/A	Questions related to members with coverage through Vermont Health Connect that the Blue Cross VT Customer Service Team cannot address.

Contact information for Providers
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