

Blue Cross Medicare AdvantageSM Contacts List

Contact	Phone/Fax/Internet
Member/Provider Customer Service (excluding Blue Cross Medicare Advantage Dual Care (HMO D SNP) <i>(To obtain benefits, eligibility or claims status)</i>	1-877-774-8592 Hours of operation: 8 a.m. - 8 p.m., MST, 7 days a week. From February 15 through September 30 alternate technologies (for example, voicemail) will be used on the weekends and holidays.
Blue Cross Medicare Advantage Dual Care HMO SNP (D SNP) Member/Provider Customer Service <i>(To obtain benefits, eligibility or claims status)</i>	1-877-688-1813 Hours of operation: 8 a.m. - 8 p.m., MST, 7 days a week. From February 15 through September 30 alternate technologies (for example, voicemail) will be used on the weekends and holidays.
Network Services Representative: (For Medicare Advantage Amendment information)	Refer to the Network Services Contacts and Related Service Areas
Utilization Management (UM) (For Medical & Behavioral Health)	
<ul style="list-style-type: none"> • Preauthorization & Out-of-Network Referrals 	1-877-774-8592
<ul style="list-style-type: none"> • Preauthorization Fax 	1-855-874-4711
Care Management Programs (Medical & Behavioral Health)	1-855-390-6567
Participating Labs	
<ul style="list-style-type: none"> • Quest 	1-800-232-3766
<ul style="list-style-type: none"> • Lab Corp of America 	1-888-522-2677
The Availity Health Information Network (For electronic claim questions)	1-800-282-4548 www.availity.com
Claims Address <i>(For submission of paper claims)</i>	Blue Cross Medicare Advantage (Claims) P. O. Box 3686 Scranton, PA 18505
Appeals and Grievances Blue Cross Medicare Advantage P. O. Box 4288 Scranton, PA 18505	Medicare Coverage Determinations/Appeals Fax: 1-855-674-9185 Grievances Fax: 1-855-674-9189
Blue Medicare RX MAPD Pharmacy Help Desk	1-800-693-6704
CMS Website Address	www.cms.gov

Blue Cross Medicare Advantage and Blue Cross Medicare Advantage Dual Care plans are HMO, HMO-POS, PPO, and HMO Special Needs Plans provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC), an independent licensee of the Blue Cross and Blue Shield Association. HCSC is a Medicare Advantage organization with a Medicare contract and a contract with the New Mexico Medicaid program. Enrollment in HCSC's plans depends on contract renewal.