

Important Contact Information



**BlueCross
BlueShield
of Kansas**

www.bcbsks.com

Customer Service Center (CSC)

Office Hours: Monday - Friday
7:00 a.m. - 4:30 p.m.

Questions regarding:

- Claim status
- Appeals
- Pre-determinations
- Benefits
- Eligibility

Contacts:

E-mail: csc@bcbsks.com

800-432-3990 or 785-291-4180

Fax (new claims & dental predets): 785-290-0788

Fax (written inquiries, corrected claims and medical predets): 785-290-0711

Fax (all others): 785-291-8295

CSC Providers Only Benefits Line

Office Hours: Monday - Friday
7:00 a.m. - 4:30 p.m.

Questions regarding:

- Benefits
- Eligibility

Contacts:

E-mail: csc@bcbsks.com

800-432-0272 or 785-291-4183

Provider Network Services

Office Hours: Monday - Friday
8:00 a.m. - 4:30 p.m.

Questions regarding:

- Business procedures (option 1)
- Claim form completion (option 1)
- Claim status/adjustments (option 2)
- Coding (option 1)
- Credentialing (option 3)
- Network enrollment/contracting (option 3)
- Newsletter information (option 1)
- Policy memos (option 1)
- TRICARE (option 4)
- Workshops (option 5)

Contacts:

E-mail: prof.relations@bcbsks.com

800-432-3587 or 785-291-4135

(select option from list at left)

Fax: 785-290-0734

Availity® Health Information Network

Office Hours: Monday - Friday
7:00 a.m. - 6:00 p.m.

Contact Availity Client Services toll free at 800-Availity (800-282-4548) or e-mail questions to support@availity.com.

Availity Client Services is available during the hours listed above.

BlueCard®

Office Hours: Monday - Friday
8:00 a.m. - 4:30 p.m.

Questions regarding:

- Eligibility for out-of-state members

Contact:

800-676-BLUE (800-676-2583)

BlueCard®

Office Hours: Monday - Friday
7:00 a.m. - 4:30 p.m.

Questions regarding:

- Claim info for out-of-state members

Contact:

800-432-3990, ext. 4058

Case Management

Office Hours: Monday - Friday
8:00 a.m. - 4:30 p.m.

Questions regarding:

- Assistance with coordination of care for patients with complicated health issues.

Contacts:

800-432-0216, ext. 6628 or 785-291-6628

For FEP members: 800-782-4437, ext. 6611

Federal Employee Program (FEP)

Office Hours: Monday - Friday
7:00 a.m. - 4:30 p.m.

All FEP inquiries except OPL

Contacts: 800-432-0379 • 785-291-4181 • Fax: 785-291-7200

Electronic Data Interchange (EDI)

Office Hours: Monday - Friday
8:00 a.m. - 4:30 p.m.

Questions regarding:

- Electronic claims transmissions
- Electronic RA
- Billing software
- Clearinghouse services
- Internet file transfer and passwords
- Real-time vendors

Contacts:

E-mail: askedi@ask-edi.com
Web site: www.ask-edi.com
800-472-6481
785-291-4178
Fax: 785-290-0720

Fraud Hotline

Office Hours: Monday - Friday
8:00 a.m. - 4:30 p.m.

Questions regarding:

- Reporting of any illegal activity involving BCBSKS. Callers may remain anonymous.

Contacts:

800-432-0216, ext. 6400
785-291-7000, ext. 6400

New Directions

Office Hours: 24/7/365

Questions for behavioral health care:

- Preauthorizations
- Outreach services for high-risk patients
- Coordination with behavioral health care

Contacts:

800-952-5906
Fax: 913-982-8176

Other Party Liability (OPL) & Pre-Existing

Office Hours: Monday - Friday
8:00 a.m. - 4:30 p.m.

Questions regarding:

- Duplicate coverage
- No-fault auto exclusion
- Subrogation
- Workers' compensation
- Pre-existing

Contacts:

800-430-1274
785-291-4013
OPL Fax: 785-291-8981

Pre-certification, Concurrent Review and Alternate Care

Office Hours: Monday - Friday
8:00 a.m. - 4:30 p.m.

Questions regarding:

- All hospital inpatient admissions

Contact:

800-782-4437

Teleorder

Office Hours: 24/7/365

Contacts: 800-346-2227 or 785-291-8130

TRICARE

Office Hours: Monday - Friday
8:00 a.m. - 4:30 p.m.

Questions regarding:

- Contracts
- Credentialing
- Network

Contacts:

E-mail: TriWest@bcbsks.com
800-432-3587 (option 4)
785-291-4135 (option 4)
Fax: 785-290-0734

Location Address:

1133 SW Topeka Blvd
Topeka, KS 66629-0001

Billing Address:

P.O. Box 239
Topeka, KS 66601-0239