

Blue Cross and Blue Shield of Kansas* WHO TO CALL AND WHEN

*An Independent Licensee of the Blue Cross and Blue Shield Association

WHO TO CALL	PHONE NUMBER(S)	REASONS TO CALL
Benefit Information (Providers Only) Office Hours: 7:00 a.m. – 4:30 p.m. Monday – Friday	<input type="checkbox"/> 1-800-432-0272 or <input type="checkbox"/> 785-291-4183 (Topeka)	Questions regarding benefits and coverage issues.
Customer Service Center (CSC) Office Hours: 7:00 a.m. – 4:30 p.m. Monday - Friday Email: CSC@bcbsks.com	<input type="checkbox"/> 1-800-432-3990 or <input type="checkbox"/> 785-291-4180 (Topeka) <input type="checkbox"/> FAX: 785-290-0711	Questions regarding: <ul style="list-style-type: none"> ◆ coverage information ◆ status of claims ◆ specific claims ◆ claims payment
Professional Relations Hotline (Providers Only) Office Hours: 8:00 a.m. – 4:30 p.m. Monday – Friday	<input type="checkbox"/> 1-800-432-3587 or <input type="checkbox"/> 785-291-7060 (Topeka)	For more complex questions or to discuss specific issues(non routine claims inquires), such as: <ul style="list-style-type: none"> ◆ procedure code information ◆ policy memos and procedures ◆ how to complete claim forms
Premier Blue Office Hours: 7:00 a.m. – 4:30 p.m. Monday – Friday	<input type="checkbox"/> 1-800-332-0028 or <input type="checkbox"/> 785-291-4010 (Topeka)	Questions about: <ul style="list-style-type: none"> ◆ coverage information ◆ status of claims ◆ specific claims ◆ claims payment
Blue Select (Except OPL and State of Kansas) Office Hours: 7:00 a.m. – 4:30 p.m. Monday – Friday	<input type="checkbox"/> 1-800-521-0117 or <input type="checkbox"/> 785-291-4054 (Topeka)	Questions about: <ul style="list-style-type: none"> ◆ coverage information ◆ status of claims ◆ specific claims ◆ claims payment
Blue Select – State of Kansas DELTA 101 North Main Street P.O. Box 49198 Wichita KS 67201-9198	<input type="checkbox"/> 316-265-1099	Questions regarding State of Kansas Claims and predeterminations: <ul style="list-style-type: none"> ◆ coverage information ◆ status of claims ◆ specific claims ◆ claims payment
Federal Employee Program (FEP) Office Hours: 7:00 a.m. – 4:30 p.m. Monday – Friday	<input type="checkbox"/> 1-800-432-0379 or <input type="checkbox"/> FAX: 1-888-697-1769 <input type="checkbox"/> 785-291-4181 (Topeka) <input type="checkbox"/> FAX: 785-291-7200 (Topeka)	All inquires regarding FEP, except OPL.
Boeing Medical Plan Office Hours: 8:00 a.m. – 4:30 p.m. Monday – Friday	<input type="checkbox"/> Claims <input type="checkbox"/> Regence BCBS 1-800-432-3990 ext. 4058 Benefits: 1-800-675-6570 785-291-4058 (Topeka) Precert: 1-800-367-2766	Questions about: <ul style="list-style-type: none"> ◆ coverage information ◆ status of claims ◆ specific claims ◆ claims payment
Other Party Liability (OPL) & Pre-Existing Office Hours: 8:00 a.m. – 4:30 p.m. Monday - Friday	<input type="checkbox"/> 1-800-430-1274 or <input type="checkbox"/> 785-291-4013 (Topeka)	Questions about: <ul style="list-style-type: none"> ◆ duplicate coverage ◆ worker's compensation ◆ no-fault auto exclusion ◆ Pre-existing
Anti-Fraud Hotline Office Hours: 8:00 a.m. – 4:30 p.m. Monday – Friday	<input type="checkbox"/> 1-800-432-0216 ext. 7693 <input type="checkbox"/> 785-291-7000 ext. 7693 or ext. 8759 (Topeka)	If you are aware of any illegal activity involving Blue Cross and Blue Shield of Kansas please call. You do not have to identify yourself.
Tele-order Available 24 hours a day.	<input type="checkbox"/> 1-800-346-2227 or <input type="checkbox"/> 785-291-8130 (Topeka)	To order: <ul style="list-style-type: none"> ◆ supplies, forms ◆ Copies of Remittance Advices (if proper date is left on the recorder) ◆ Remittance Advice Booklets
Electronic Media Services	<input type="checkbox"/> 1-800-472-6481 or <input type="checkbox"/> 785-291-7135 (Topeka)	Questions regarding: <ul style="list-style-type: none"> ◆ hardware/software, application ◆ electronic claims transmissions