

# Important Contact Information



**BlueCross  
BlueShield  
of Kansas**

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](mailto:csc@bcbsks.com)  
800-432-3990 or 785-291-4180  
Fax (dental predets): 785-290-0788  
Fax (written inquiries, corrected claims and medical predets): 785-290-0711  
Fax (all others): 785-290-0783

## 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](mailto: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)
- TriWest VA specialty network support (option 4)
- Workshops (option 5)

**Contacts:**

E-mail: [prof.relations@bcbsks.com](mailto: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](mailto: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)

All FEP inquiries except OPL

Office Hours: Monday - Friday

7:00 a.m. - 4:30 p.m.

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](mailto:askedi@ask-edi.com)  
Website: [ask-edi.com](http://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: 816-237-2364

## 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: 785-290-0771

## 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

### Location Address:

1133 SW Topeka Blvd  
Topeka, KS 66629-0001

### Billing Address:

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