Important Contact Information

BlueCross BlueShield Kansas

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:
Email: csc@bcbsks.com
Phone: 800-432-3990 or 785-291-4180
Fax (written inquiries and 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:
Email: csc@bcbsks.com
Phone: 800-432-0272 or 785-291-4183

Provider Network Services

Monday-Wednesday, and Friday
8:00 a.m. - 4:30 p.m.

Questions regarding:
- Contracting
- Credentialing
- Network enrollment

Contacts:
Email: ProviderNetworkEnrollment@bcbsks.com
Phone: 800-432-3587 or 785-291-4135
Fax: 785-290-0734

Availity® Essentials

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

Contact Availity Client Services toll free at 800-Availity (800-282-4548) or log in to Availity Essentials to submit a support ticket.

Availity Client Services is available during the hours listed above.

BlueCard®

Eligibility for out-of-state members:
- Office Hours: Monday - Friday 8:00 a.m. - 4:30 p.m.
- Phone: 800-676-BLUE (800-676-2583)

Claim info for out-of-state members:
- Office Hours: Monday - Friday 7:00 a.m. - 4:30 p.m.
- Phone: 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:
Phone: 800-432-0216, ext. 6628 or 785-291-6628
For FEP members: 800-782-4437, ext. 6611

Lucet

Office Hours: 24/7/365

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

Contacts:
Phone: 877-887-1797
Fax: 816-237-2364

TriWest

Office Hours: Monday - Friday
8:00 a.m. - 6:00 p.m .

Contacts:
Phone: 888-TRI-WEST (888-874-9378)

Medicare Advantage

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

KS members or M3A prefix

- Provider Services: 800-240-0577 Fax: 800-976-2794
- Prior Authorization/Utilization Management/Care Transition: 800-325-6201
  Fax: 877-218-9089
- After Hours Utilization Management/Care Transition: 800-331-0192 Fax: 877-218-9089
- Behavioral Health Services (Lucet): 877-589-1635
- Hearing Services: 800-334-1807
- Vision Services: 877-226-1115

Federal Employee Program (FEP) - All FEP inquiries except OPL

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

Contacts:

Phone: 800-432-0379 or 785-291-4181
Fax: 785-290-0764

FEP Blue Dental Contacts:

Phone: 855-504-2583
www.bcbsfepdental.com

Electronic Data Interchange (ASK-EDI) - Payor ID: 47163

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

Questions regarding:

- Electronic claims transmission
- Electronic RA
- Billing software
- Clearinghouse services
- Internet file transfer and passwords
- Real-time vendors
- Unsolicited claim attachments in the ANSI X12 275 format (Versions 5010 or 6020) for BCBSKS commercial claims

Contacts:

Email: askedi@ask-edi.com
Website: ask-edi.com
Phone: 800-472-6481 or 785-291-4178

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:

Phone: 800-432-0216, ext. 6400 or
785-291-7000, ext 6400.

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:

Email: OPL@bcbsks.com
Phone: 800-430-1274 or 785-291-4013
Fax: 785-290-0771

Pre-certification, Concurrent Review and Alternate Care

Office Hours: Monday - Friday
8:00 a.m. - 5:00 p.m.

Questions regarding:

- All hospital inpatient admissions

Contacts:

Phone: 800-782-4437

Location Address:

1133 SW Topeka Blvd
Topeka, KS 66629-0001

Billing Address:

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

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