

Important Contact Information



BlueCross BlueShield

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:

Email: csc@bcbsks.com
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
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:

Email: 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 email 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

Medicare Advantage

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

- 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 (New Directions): 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:

800-432-0379 • 785-291-4181 • Fax: 785-290-0764

Electronic Data Interchange (ASK-EDI)

Payor ID: 47163

Office Hours: Monday - Friday
7:00 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:

Email: askedi@ask-edi.com
Website: 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. - 5:00 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