



Key Contact Information

This manual is a reference for independently contracted providers to use in working with the Blue Cross and Blue Shield of Illinois. Independently contracted providers who have additional questions can refer to the following chart which includes several important telephone and fax numbers available to your office.

| Blue Cross Community MMAI (Medicare-Medicaid Plan)SM Contact Information | | |
|--|--|---|
| Department | Telephone Number | Fax Number |
| Provider Network Services | 877-723-7702 | 855-674-9193 |
| Customer Services and Eligibility Verification | 877-723-7702 | 855-674-9193 |
| Medical Management <i>(Including prior authorization requests, care management and discharge planning.)</i> | 877-723-7702 | 312-233-4060 |
| Inpatient Admissions | 877-723-7702 | 312-233-4060 |
| Pharmacy prior authorization | 877-723-7702 | 855-674-9193 |
| Pharmacy Help Desk | 888-840-3068 | |
| TTY number for the Hearing Impaired | 711 | 711 |
| Language Interpreter Services <i>(Including sign language and special services for the hearing impaired.)</i> | 877-723-7702 | 855-674-9193 |
| Dental Care | 855-343-7398 | 855-674-9192 |
| Vision Care | 800-773-2847 | 800-328-4788 |
| Transportation Provider | 844-544-1393 | |
| Behavioral Health | 877-723-7702 | Utilization Management 312-233-4099 |
| Adult and Children's Mental Health Crisis Hotline | CARES Hotline 800-345-9045 TTY (Toll Free) 866-794-0374 | |
| Medical Appeals and Grievances Blue Cross Community MMAI Appeals & Grievances P.O. Box 27838, Albuquerque, NM 87125-9705 | 877-723-7702 | 866-642-7069 Expedited Appeals: 800-338-2227 |
| Claims submission Blue Cross Community Options P.O. Box 4168 c/o Provider Services Scranton, PA 18505 | 877-723-7702 | |
| Electronic Claims Submission Facility and Professional claims – Payer ID: MCDIL | 877-723-7702 | |
| Claims Dispute | 877-723-7702 | Dispute: 855-322-0717 Claims Inquiry: 855-756-8727 |
| Compliance Reporting | | |
| Fraud, Waste, and Abuse Reporting | 800-543-0867 | |
| Department of Public Health | 800-252-4343 | |
| Illinois Office of Inspector General | 800-368-1463 | |
| Elder Abuse Hotline | 866-800-1409 | |

Blue Cross Community MMAI (Medicare-Medicaid Plan) is provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC), an independent licensee of the Blue Cross and Blue Shield Association. HCSC is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees. Enrollment in HCSC's plan depends on contract renewal.