







HealthSelect of Texas® & Consumer Directed HealthSelectSM Key Contacts List

Provider Customer Service	
Provider Customer Service	1-800-451-0287
<p>Availity® Portal (Obtain eligibility and benefits, authorizations and referrals, claims, claim status and remittance.)</p> <p>Availity Authorizations & Referrals (<i>Online tool used to request referrals for specialty care and prior authorizations for inpatient admissions and select outpatient services managed by Blue Cross and Blue Shield of Texas Medical Management.</i>)</p> <ul style="list-style-type: none"> • Availity Portal: http://www.availity.com  • Availity Phone Number: 1-800-Availty (282-4548) • Availity Information: https://www.bcbstx.com/provider/claims/edi_availity.html • Availity Authorizations & Referrals Information: https://www.bcbstx.com/provider/tools/availity-authorizations.html 	
Electronic Medical Claim Submission	HealthSelect of Texas and Consumer Directed HealthSelect Electronic Payor ID: 84980
Paper Medical Claim Submission Address	HealthSelect of Texas and Consumer Directed HealthSelect P. O. Box 660044 Dallas, TX 75266-0044
Outpatient Clinical Reference Laboratory	<p>HealthSelect of Texas and Consumer Directed HealthSelect Outpatient clinical reference laboratory services providers contacts for locations and questions:</p> <p>Quest Diagnostics, Inc. Phone: 1-888-277-8772 Website: QuestDiagnostics.com </p> <p>Clinical Pathology Laboratory (CPL) Phone: 1-800-595-1275 Website: www.cpllabs.com </p> <p>LabCorp, Inc Phone: 1-888-LABCORP Website: www.labcorp.com </p>

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Important Note: Always make a copy of the front & back of the participant's ID card to confirm you have the correct telephone numbers.	
Mental Health and Substance Use Disorders	BCBSTX manages mental health and substance use disorders services for HealthSelect of Texas and Consumer Directed Health Select plans. Out-of State & HealthSelect Secondary are also managed by BCBSTX. Contact the BCBSTX Behavioral Health Unit at 1-800-528-7264 . Use Availity to check benefits, eligibility, claims and prior authorize services.
Telemedicine	MD Live Phone: 1-888-450-1572 Website at MDLIVE.com  Doctor on Demand Phone: 1-800-997-6196
Vision	(Call) Superior Vision Services Inc.: 1-877-396-4128
Claims Appeals	HealthSelect of Texas and Consumer Directed HealthSelect of Texas Claims Appeals should be faxed to 1-325-794-2926
Medical Appeals & Grievances	Medical Appeals & Grievances: P O Box 660044 Dallas, TX 75266-0044 Appeals & Grievances Fax: 1-918-551-2011 Appeals & Grievances Phone 1-800-451-0287
BCBSTX Medical Care Management Department <i>(Clinical information for a prior authorization or predetermination for medical healthcare services, i.e., inpatient or outpatient hospitalization and/or surgical procedure)</i>	1-800-344-2354
To Locate a HealthSelect Provider	https://my.providerfinderonline.com/?ci=healthselectinarea

 By clicking this link, you will go to a new website/app ("site"). This new site may be offered by a vendor or an independent third party. The site may also contain non-Medicare related information. In addition, some sites may require you to agree to their terms of use and privacy policy.

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to Blue Cross and Blue Shield of Texas.