



The purpose of this guide is to help Blue Advantage network providers reach the appropriate areas of service for our Blue Advantage (HMO) and Blue Advantage (PPO) members.

### 2021 Provider Quick Reference Guide

Service	Contact Information
<b>Blue Advantage Customer Service</b>	<p>For inquiries that cannot be addressed through the Blue Advantage Provider Portal, you may contact Blue Advantage Customer Support at:</p> <p>phone: 1-866-508-7145</p> <p>fax: 1-877-528-5820</p> <p>email: <a href="mailto:customerservice@blueadvantage.bcbsla.com">customerservice@blueadvantage.bcbsla.com</a></p> <p>mail: Blue Cross and Blue Shield of Louisiana/HMO Louisiana, Inc. 130 DeSiard St, Ste 322 Monroe, LA 71201</p>
<b>Blue Advantage Provider Portal</b>	<p>The Blue Advantage Provider Portal can be access through iLinkBlue (<a href="http://www.BCBSLA.com/ilinkblue">www.BCBSLA.com/ilinkblue</a>), then click on "Blue Advantage" under the "Other Sites" section. This portal allows providers to view member eligibility and benefit verification, as well as check the status of claims and prior authorizations, and more.</p> <p><u>Portal Registration:</u></p> <p>Registration for the Blue Advantage Provider Portal requires two separate security access setups.</p> <ol style="list-style-type: none"> <li>1. You must first have access to iLinkBlue (<a href="http://www.BCBSLA.com/ilinkBlue">www.BCBSLA.com/ilinkBlue</a>). Refer to the PIM Team section of this guide for more information.</li> <li>2. Once logged into in iLinkBlue, click the "Blue Advantage" link located in the "Other Sites" section to access the Blue Advantage Provider Portal. You can then self-register for access as a Moderator or as a User under an existing Moderator.</li> </ol> <p><u>Technical Support:</u></p> <p>For technical questions relating to registration or login access to the Blue Advantage Provider Portal:</p> <p>phone: 1-866-508-7145, option 3, option 2</p>

Service	Contact Information
<b>Blue Advantage Provider Directory</b>	<p>For a list of providers in our Blue Advantage network, use the Provider Directory, located on the Blue Advantage Provider Portal, within iLinkBlue <a href="http://www.BCBSLA.com/ilinkblue">www.BCBSLA.com/ilinkblue</a>.</p> <p>Click on "Blue Advantage" under "Other Sites," then "Find a Provider."</p>
<b>Authorizations* (including Part B Drugs)</b>	<p><u>Inpatient Programs:</u></p> <p>To request a prior authorization for inpatient services, download the Inpatient Authorization Request Form from the Blue Advantage Provider Portal. It is available on iLinkBlue at <a href="http://www.BCBSLA.com/ilinkblue">www.BCBSLA.com/ilinkblue</a>, then click on "Blue Advantage" under the "Other Sites" section. Please submit completed request forms to the Blue Advantage Authorizations department at:</p> <p style="padding-left: 40px;">phone: 1-866-508-7145, option 3, option 3</p> <p style="padding-left: 40px;">fax: 1-877-528-5818 (please include all supporting clinical information)</p> <p><u>All outpatient services that require an authorization:</u></p> <p>To request a prior authorization for outpatient services, download the Outpatient Authorization Request Form from the Blue Advantage Provider Portal. It is available on iLinkBlue at <a href="http://www.BCBSLA.com/ilinkblue">www.BCBSLA.com/ilinkblue</a>, then click on "Blue Advantage" under the "Other Sites" section. Please submit completed request forms to the Blue Advantage Authorizations department at:</p> <p style="padding-left: 40px;">phone: 1-866-508-7145, option 3, option 3</p> <p style="padding-left: 40px;">fax: 1-877-528-5816</p> <p><i>*Refer to pages 7-9 of this document for a list of services and drugs that will require a prior authorization.</i></p>
<b>Behavioral Health**</b>	<p>To request a prior authorization for behavioral health services, download the Behavioral Health Authorization Request Form from the Blue Advantage Provider Portal. It is available on iLinkBlue at <a href="http://www.BCBSLA.com/ilinkblue">www.BCBSLA.com/ilinkblue</a>, then click on "Blue Advantage" under the "Other Sites" section. Please submit completed request forms to the Blue Advantage Authorizations Department at:</p> <p style="padding-left: 40px;">phone: 1-866-508-7145 option 3, option 3</p> <p style="padding-left: 40px;">fax: 1-318-812-6249 (please submit all supporting clinical information)</p> <p><i>**Refer to page 7 of this document for a list of services that will require a prior authorization.</i></p>
<b>Case Management</b>	<p>For assistance with case and disease management, contact the Blue Advantage Case Management and Disease Management Departments at:</p> <p style="padding-left: 40px;">phone: 1-866-508-7145, option 3</p> <p style="padding-left: 40px;">fax: (318) 812-6250</p>

Service	Contact Information
<b>Compliance/ Fraud, Waste and Abuse</b>	<p>To learn more about Blue Advantage’s program, code of conduct and the provider’s responsibility relative to the Compliance Program, including required training; reporting any suspected or actual violation of regulations, laws, policies or procedures or fraud, waste and abuse, go to the Blue Advantage Provider Portal at <a href="http://www.BCBSLA.com/ilinkblue">www.BCBSLA.com/ilinkblue</a>. Click “Blue Advantage” under “Other Sites” &gt;Resources&gt;Compliance:</p> <p><u>Compliance and Ethics Hotline:</u></p> <p>phone: 1-800-973-7707</p> <p>fax: (225) 295-2599</p> <p>email: <a href="mailto:compliance.office@bcbsla.com">compliance.office@bcbsla.com</a></p> <p>mail: Blue Advantage Compliance P.O. Box 84656 Baton Rouge, LA 70884-4656</p> <p><u>Fraud, Waste and Abuse Hotline:</u></p> <p>phone: 1-800-392-9249</p>
<b>Dental</b>	<p>Blue Advantage members use United Concordia Dental (UCD) for their preventive dental coverage. Providers must be contracted directly with UCD to be in-network for members:</p> <p>phone: 1-866-445-5825</p> <p>mail: United Concordia Dental P.O. Box 69441 Harrisburg, PA 17106-9420</p>
<b>Fitness Program</b>	<p>Blue Advantage members may have fitness benefits (contingent on their plan type) through American Specialty Health (ASH). Members with this benefit can arrange for membership on their own for the following program:</p> <p><u>Sliver &amp; Fit:</u></p> <p>phone: 1-877-427-4788</p>

Service	Contact Information
<b>Home Health**</b>	<p>To request a prior authorization for home health services, download the Home Health Authorization Request Form from the Blue Advantage Provider Portal. It is available on iLinkBlue at <a href="http://www.BCBSLA.com/ilinkblue">www.BCBSLA.com/ilinkblue</a>, then click on "Blue Advantage" under the "Other Sites" section. Please submit completed request forms to the Blue Advantage Authorizations department at:</p> <p>phone: 1-866-508-7145, option 3, option 3  fax: (318) 812-6265</p> <p><i>**Refer to page 7 of this document for a list of services that will require a prior authorization.</i></p>
<b>Pharmacy (for Part D Prescriptions)</b>	<p>Blue Advantage members with Part D use the Express Scripts, Inc. pharmacy network:</p> <p>phone: 1-800-935-6103/TTY:711  fax: 1-877-251-5896  mail: ESI – Attn. Medicare Reviews  P.O. Box 66571  St. Louis, MO 63166-6571</p> <p>online: <a href="http://www.covermy meds.com">www.covermy meds.com</a>  <a href="http://www.express-path.com">www.express-path.com</a></p> <p>For a comprehensive list of participating pharmacies, use the provider/pharmacy directory.  <a href="http://www.BCBSLA.com/ilinkblue">www.BCBSLA.com/ilinkblue</a> &gt; "Blue Advantage" under "Other Sites" &gt; Find a Provider</p>
<b>Provider Contracting</b>	<p>For questions on how to join the Blue Advantage provider networks:</p> <p>phone: 1-800-716-2299, option 1  email: <a href="mailto:provider.contracting@bcbsla.com">provider.contracting@bcbsla.com</a></p>
<b>Provider Credentialing &amp; Data Management</b>	<p>Provider Credentialing &amp; Data Management handles demographic changes as well as credentialing or recredentialing.</p> <p>To changes to your address, phone number, Tax ID number, etc., please us the Provider Update Request Form, located on our Provider Page (<a href="http://www.BCBSLA.com/providers">www.BCBSLA.com/providers</a> &gt; Resources &gt; Forms).</p> <p>Credentialing packets and criteria are available on our Provider Page at <a href="http://www.BCBSLA.com/providers">www.BCBSLA.com/providers</a> &gt; Provider Networks &gt; Join Our Networks.</p> <p>For all other inquires:</p> <p>email: <a href="mailto:provider.credentialing@bcbsla.com">provider.credentialing@bcbsla.com</a>  phone: 1-800-716-2299, option 2 (provider credentialing)  1-800-716-2299, option 3 (data management)</p>

Service	Contact Information
<b>Provider Disputes</b>	<p>For assistance related to contract disputes:</p> <p>phone: 1-866-508-7145, option 3, option 2</p> <p>fax: 1-318-812-6266</p> <p>mail: Blue Cross and Blue Shield of LA/HMO Louisiana, Inc. Attn: Provider Disputes 130 DeSiard St, Ste 322 Monroe, LA 71201</p>
<b>Provider Identity Management Team (PIM)</b>	<p>Staff who need to be set up as a Group Moderator for the Blue Advantage Provider Portal must first gain access to iLinkBlue. To do so, they must contact PIM, a dedicated team that helps establish and manage system access to our secure electronic services, including the setup process for administrative representatives.</p> <p>email: <a href="mailto:PIMTeam@bcbsla.com">PIMTeam@bcbsla.com</a></p> <p>phone: 1-800-716-2299, option 5</p>
<b>Provider Relations</b>	<p>For assistance with detailed and complex issues that have not been resolved through the Blue Advantage Provider Portal or by Customer Service:</p> <p>phone: 1-800-716-2299, option 4</p> <p>email: <a href="mailto:provider.relations@bcbsla.com">provider.relations@bcbsla.com</a></p>
<b>Reference Laboratories</b>	<p>Refer Blue Advantage members to a Blue Advantage network reference laboratory:</p> <p>Clinical Pathology Labs (CPL)</p> <p>phone: 1-800-595-1275</p> <p>online: <a href="http://www.cpllabs.com">www.cpllabs.com</a></p> <p>Laboratory Corporation of America (LabCorp)</p> <p>phone: 1-800-255-8279</p> <p>online: <a href="http://www.labcorp.com">www.labcorp.com</a></p> <p>Quest Diagnostics</p> <p>phone: 1-866-MY-QUEST (1-866-697-8378)</p> <p>online: <a href="http://www.questdiagnostics.com">www.questdiagnostics.com</a></p>
<b>Vision</b>	<p>Blue Advantage members use Davis Vision for their routine eye care and vision services coverage:</p> <p>phone: 1-800-773-2847</p> <p>mail: Vision Care Processing Unit P.O. Box 1525 Latham, NY 12110</p>

Service	Contact Information
<p><b>Who Do I Contact if I Have Questions?</b></p>	<p>For claims status, member eligibility, benefit verification and care management questions that cannot be addressed through the Blue Advantage Provider Portal, Blue Advantage network providers may contact Blue Advantage Customer Service at 1-866-508-7145.</p> <p>If you are a Quality Blue Primary Care (QBPC) or Quality Blue Value Partnership (QBVP) partner, our Quality Blue teams are accountable for engaging with your practice/entity to share Blue Advantage quality performance updates. For questions about our Quality Blue programs, contact <a href="mailto:clinicalpartnerships@bcbsla.com">clinicalpartnerships@bcbsla.com</a>. For non QBPC and QBVP questions specific to the Blue Advantage quality program, you may contact your Provider Relations Representative or send an email to <a href="mailto:provider.relations@bcbsla.com">provider.relations@bcbsla.com</a>.</p> <p>If you are unsure of who your Provider Relations Representative is, please go to <a href="http://www.BCBSLA.com/providers">www.BCBSLA.com/providers</a> &gt;Provider Networks &gt;Provider Support or call 1-800-716-2299, option 4.</p>

**Prior Authorization is required for these services:**

**Ambulance**

- Non-emergent ground

**Behavioral Health**

- ECT
- Mental Health and Substance Abuse Inpatient Treatment\*
- Psychological Testing
- Intensive Outpatient Program (IOP)
- Partial Hospital Program (PHP)

**Cardiology**

- Arterial Ultrasound
- Coronary Arteriography
- Nuclear Cardiology including PET Cardiology
- Life Vest Wearable Defibrillator
- Echocardiography (including Stress, Transthoracic and Transesophageal)
- Outpatient Cardiac Rhythm Monitoring

**Durable Medical Equipment**

- All DME, with the exception of DME provided in an office setting that is less than \$300. This includes Insulin Pumps, Continuous Glucose Monitors and supplies.

**High-tech Radiology**

- CT
- MRI, MRA
- PET Imaging

**Home Health Services**

- All Home Health services

**Hospitalizations: Acute Inpatient and Observation**

*(authorization required within 24-hours)*

- Inpatient Rehabilitation
- LTAC
- Skilled Nursing (SNF)
- Elective Hospitalization

**Pain Management**

- Interventional Pain Management
- Implanted and External Infusion Pumps
- Spinal Cord Stimulators
- Vertebroplasty/Kyphoplasty

**Radiation Oncology**

- Radiation Therapy, including:
  - Brachytherapy, IMRT, and PBRT
- Stereotactic Radiosurgery (SRS)/ Radiotherapy
- 3-D Conformal Therapy (EBRT)
- Image-guided Radio Therapy
- Procedures and consultations associated with the above radiation oncology procedures

**With few exceptions, procedures performed in Outpatient Hospital, ASU, ASC and Inpatient settings require prior authorization.**

**Surgical Procedures**

- Autologous Chondrocyte Implantation Procedures
- Bariatric Procedures
- Blepharoplasty/Eyelid Ptosis Repair/Brow Lift
- Breast Reduction/Reconstruction/Augmentation/Mastectomy for Gynecomastia
- Carotid/Vertebral Artery Surgery
- Deep Brain Stimulators
- Facial Osteotomy Genioplasty, Orthognathic Surgery, Maxillofacial Surgery
- Joint Surgery
- Nasal/Sinus Endoscopy
- Nasal Reconstruction/Rhinoplasty
- Otoplasty
- Panniculectomy/Abdominoplasty
- Spine Surgery
- Uvulopalatopharyngoplasty (UPPP)
- Vein Ablation, Ligation, Stripping, Sclerotherapy

**Spinal Chiropractic Manipulations**

- Spinal Chiropractic Manipulations

**Therapy**

- Physical Therapy
- Occupational Therapy
- Speech Therapy

**Transplants (Organ and Stem Cell)**

- All organ and stem cell transplants
- Artificial Hearts and Related Devices
- Ventricular Assist Devices

**Wound Care Services**

- Wound Care Services, including Supplies, DME and Bio-Engineered Skin Substitutes

**Other**

- Emerging Technology (including all CPT® codes ending in "T"), Genetic Testing, Investigational/Experimental Procedures and Treatment, Out-of-Network Providers, and Unlisted/Unclassified Procedure Codes
- Aqua Therapy
- Bone Anchored Hearing Device/Cochlear Implant
- Cardiac and Pulmonary Outpatient Rehab
- Hyperbaric Oxygen
- Infertility Treatments
- Interstim/Peripheral Tibial Nerve Stimulation
- Platelet Rich Plasma
- Routine Maternity
- Specialty Drugs (See drug list on next page)

**Part B drugs that require prior authorization:** To request prior authorization for these services, download the outpatient prior authorization form from the Blue Advantage Provider Portal and follow the steps in the "Authorizations" section of this guide.

Actemra (tocilizumab) IV
Acthar
Advate
Adynovate
Afstyla
Aldurazyme
Alphanate (VWF Complex)
AlphaNine SD
Alprolix
Amevive
Amifostine
Anavip
Apokyn
Aranesp (darbepoetin)
Asceniv
Astagraf XL
Atgam
Bavencio
BeneFix
Benlysta
Beovu
Besponsa
Bivigam
Botox (onabotulinumtoxin A)
Calcitonin (salmon) inj
Calcium Disodium Versenate
Campath
Carmustine
Carticel
Ceredase
Cerezyme (imiglucerase)
Chorionic Gonadotropin
Cidofovir
Cimzia
Cinqair
Cinryze
Coagadex

Corifact
Crofab
Cubicin
Cutaquig
Cuvitru
Cytogam
Dactinomycin
Dalvance
Daptomycin
Darzalex (daratumumab)
Digifab
Duopa
Durolane
Dysport (abobotulinumtoxinA)
Eligard, Fensolvi, Leuprolide
Elitek
Eloctate
Empliciti (elotuzumab)
Enbrel (etanercept)
Entyvio
Epogen (epoetin alfa)
Epoprostenol
Euflexxa
Evenity
Evomela (Melfalan, Alkeran)
Exondys
Eylea
Fabrazyme (agalsidase)
Factor VIII, Fc Fusion Protein (recombinant)
Fasenra
Feiba NF, Feiba VH
Fibryga
Filgrastim
Flebogamma and Flebogamma DIF
Fuzeon
GamaSTAN S/D, Baygam

Gammagard (liquid, S/D less IGA)
Gammaked
Gammaflex
Gamunex-C
Gancoclovir
Gel One
Gelsyn-3
Genvisc, Supartz FX
Glassia
Glatiramer
Granix
Helixate FS
Hemlibra
Hemofil-M
Hepagam B
Hizentra
Humate-P
Humira
Hymovis
Hyqvia
Ibandronate inj
Idelvion
Ilaris (canakinumab)
Ilumya
Iluvien
Imfinzi
Injectafer
Ixinity
Jetrea
Jevtana
Jivi
Kalbitor
Kcentra
Keytruda (pembrolizumab)
Koate, Koate-DVI

-list continued on next page-

**Note:** The drug and service authorization lists provided are not exhaustive list. If the drug or service you are administering is not listed, please contact our Blue Advantage Medical Management Team for an authorization.

**Note:** Authorizations for Part B drugs are handled by Blue Advantage; not Express Scripts, Inc.



**Part B drugs that require prior authorization:** To request prior authorization for these services, download the outpatient prior authorization form from the Blue Advantage Provider Portal and follow the steps in the “Authorizations” section of this guide.

Kogenate
Kovaltry
Krystexxa (pegloticase)
Lemtrada
Lumizyme
Luxturna
Macugen
Marqibo
Mepsevii
Mircera
Monoclate-P
Mononine
Monovisc
Mozobil (plerixafor)
Myobloc (rimabotulinumtoxin B)
Myozyme
Naglazyme
NovoEight
NovoSeven RT
Nplate (romiplostim)
Nucala
Nuwiq
Obizur
Ocrevus (ocrelizumab)
Octagam
Oncaspar
Onpattro
Opdivo (nivolumab)
Orencia (abatacept)
Orthovisc
Ozurdex
Panglobulin
Panzyga
Pegfligrastim
Pentostatin

Polivy
Privigen
Probuphine
Procrit (erythropoietin, also see Epogen)
Profilnine SD
Prolastin-C
Proleukin
Provenge
Rebiny
Recombinate
Remicade (infliximab)
Reopro
Retacrit
Retisert
RiaSTAP
Rimso-50 (DMSO)
Rixubis
Ruconest
Sensipar (Cinacalcet)
Simponi Aria
Simulect
Soliris (eculizumab)
Spinraza
Stelara
Supprelin LA
Synjojoynt
Synvisc One (Synvisc)
Takhzyro
Tecentriq
Temsirolumab
Thymoglobulin
Thyrogen
Tremfya
Treprostinil

Tretten
Triferic
Triluron
Triptodur
Trivisc
Tysabri (natalizumab)
Tyvaso
Ultomiris
Valrubicin
Vantas
Ventavis
Vimizim
Visco-3 (Hyalgan, Supartz FX)
Visudyne
Vivitrol
Vonvendi
Vpriv
Wilate
Xeomin (incobotulinumtoxin A)
Xgeva
Xiaflex (collagenase clostridium histolyticum)
Xofigo (radium RA 223)
Xolair (omalizumab)
Xyntha
Yervoy (ipilimumab)
Yescarta
Yutiq
Zerbaxa
Zoladex
Zoledronic Acid
Zomacton (Saizenprep, Genotropin, Omnitrope, Norditropin, Humatrope, Serostim, Nutropin AQ, Zorbtive)

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