



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.

2023 Provider Quick Reference Guide

Service	Contact Information
Blue Advantage Customer Service	<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: customerservice@blueadvantage.bcbsla.com</p> <p>mail: Blue Cross and Blue Shield of Louisiana/HMO Louisiana, Inc. 130 DeSiard St, Ste 322 Monroe, LA 71201</p>
Blue Advantage Provider Portal	<p>The Blue Advantage Provider Portal is accessible through iLinkBlue (www.bcbsla.com/ilinkblue). Click on “Blue Advantage” under the “Other Sites” section. This portal includes member eligibility and benefit verification, as well as claims status options, prior authorization services and more.</p> <p><u>Portal Registration:</u> Registration for the Blue Advantage Provider Portal requires two separate security access setups.</p> <ol style="list-style-type: none"> 1. You must first have access to iLinkBlue (www.bcbsla.com/ilinkblue). Refer to the PIM Team section of this guide for more information. 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 a User under an existing Moderator. <p><u>Technical Support:</u> For technical questions relating to registration or login access to the Blue Advantage Provider Portal:</p> <p>phone: 1-866-508-7145, choose option 3, then option 2</p>
Blue Advantage Provider Directory	<p>For a list of providers in our Blue Advantage network, use Blue Advantage’s Provider Directory. It is located within the Blue Advantage Provider Portal.</p>

Service	Contact Information
<p>Authorizations (including Part B Drugs)</p> <ul style="list-style-type: none"> • Inpatient • Outpatient • Behavioral Health • Home Health <p>1-866-508-7145 choose option 3, then option 3</p>	<p><u>Inpatient Services:</u> Download the Inpatient Authorization Request Form from the Blue Advantage Provider Portal. Submit completed form to the Blue Advantage Authorizations Department: fax: 1-877-528-5818 <i>(please include all supporting clinical information)</i></p> <p><u>Outpatient Services:</u> There are two ways to request a prior authorization for outpatient services that require authorization:</p> <ol style="list-style-type: none"> 1. Submit a request electronically through the Blue Advantage Portal using the Connect tool. 2. Download the appropriate form from the Blue Advantage Provider Portal. Submit completed form to Blue Advantage Authorizations Department: fax: 1-877-528-5816 <i>(please include all supporting clinical information)</i> <p><u>Behavioral Health Services:</u> There are two ways to request a prior authorization for behavioral outpatient services that require authorization:</p> <ol style="list-style-type: none"> 1. Submit a request electronically through the Blue Advantage Portal using the Connect tool. 2. Download the appropriate form from the Blue Advantage Provider Portal. Submit completed form to Blue Advantage Authorizations Department: fax: (318) 812-6249 <i>(please include all supporting clinical information)</i> <p><u>Home Health Services:</u> Download the Home Health Authorization Request Form from the Blue Advantage Provider Portal. Submit completed request forms to the Blue Advantage Authorizations Department: fax: (318) 812-6265 <i>(please submit all supporting clinical information)</i></p>
<p>Case Management</p>	<p>For assistance with case and disease management, contact the Blue Advantage Case Management and Disease Management Departments at:</p> <p>phone: 1-866-508-7145, option 3 fax: (318) 812-6250</p>

Service	Contact Information
Compliance/ Fraud, Waste and Abuse	<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. Look under the >Resources >Compliance section.</p> <p><u>Compliance and Ethics Hotline:</u></p> <p>phone: 1-800-973-7707</p> <p>fax: (225) 295-2599</p> <p>email: compliance.office@bcbsla.com</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>
Dental	<p>Blue Advantage members use United Concordia Dental (UCD) for preventive and basic 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: <i>(claims address)</i></p> <p>United Concordia Dental P.O. Box 69441 Harrisburg, PA 17106-9420</p>
Fitness Program	<p>Blue Advantage members can participate in the Silver&Fit® Healthy Aging and Exercise program at no additional cost beyond their monthly premium. This program is provided by American Specialty Health Fitness, Inc., as subsidiary of American Specialty Health Incorporated (ASH). Members can arrange for membership on their own.</p> <p><u>Silver & Fit:</u></p> <p>phone: 1-877-427-4788</p>

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Pharmacy (for Part D Prescriptions)	<p>Blue Advantage members with Part D use the Express Scripts, Inc. pharmacy network:</p> <p>phone: 1-800-935-6103/TTY:711</p> <p>fax: 1-877-251-5896</p> <p>mail: ESI – Attn: Medicare Reviews P.O. Box 66571 St. Louis, MO 63166-6571</p> <p>online: www.covermy meds.com www.express-path.com</p> <p>For a comprehensive list of participating pharmacies, use the provider/pharmacy directory. www.bcbsla.com/ilinkblue >Blue Advantage under Other Sites >Provider Directory</p>
Provider Contracting	<p>For questions on how to join the Blue Advantage provider networks:</p> <p>phone: 1-800-716-2299, option 1</p> <p>email: provider.contracting@bcbsla.com</p>
Credentialing, Recredentialing & Data Management	<p>Vantage Health Plan and Blue Cross partnered in August 2021 to recredential providers.</p> <p>Credentialing packets and criteria are available on our Provider page at www.bcbsla.com/providers >Provider Networks >Join Our Networks.</p> <p>The BCBSLA Provider Credentialing & Data Management team handles demographic changes.</p> <p>To change your address, phone number, Tax ID number, etc., please use the Provider Update Request Form, located on our Provider page (www.bcbsla.com/providers >Resources >Forms).</p> <p>For more information on our credentialing and data management process, including frequently asked questions, visit www.bcbsla.com/providers >Provider Networks >Join Our Networks >Professional Providers >Update your Information.</p> <p>For all other inquires:</p> <p>email: PCDMstatus@bcbsla.com</p> <p>phone: 1-800-716-2299, option 2</p>

Service	Contact Information
Provider Disputes	<p>For assistance related to contract disputes:</p> <p>phone: 1-866-508-7145, choose option 3, then option 2</p> <p>fax: (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>
Provider Identity Management Team (PIM)	<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 the PIM Team, 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: PIMteam@bcbsla.com</p> <p>phone: 1-800-716-2299, option 5</p>
Provider Relations	<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: provider.relations@bcbsla.com</p>
Reference Laboratories	<p>Send 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: www.cpllabs.com</p> <p>Laboratory Corporation of America (LabCorp)</p> <p>phone: 1-800-255-8279</p> <p>online: www.labcorp.com</p> <p>Quest Diagnostics</p> <p>phone: 1-866-MY-QUEST (1-866-697-8378)</p> <p>online: www.questdiagnostics.com</p>
Vision	<p>Blue Advantage directly processes vision claims for routine eye care and vision services coverage. Vision providers should use the standard claims filing process for these claims.</p>

Service	Contact Information
Who Do I Contact if I Have Questions?	<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 unsure of who your Provider Relations Representative is, please go to www.bcbsla.com/providers >Provider Networks >Provider Support or call 1-800-716-2299, option 4.</p>

Prior Authorization is required for services on or after January 1, 2023:

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
- Nuclear Medicine
- 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, when more than four manipulations are necessary for patient treatment (must include number of treatments required)

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
- Chiropractic Services
- 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 for dates of service on or after January 1, 2023: 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
Aduhelm
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
Blenrep
Botox (onabotulinumtoxin A)
Calcitonin (salmon) inj
Calcium Disodium Versenate
Campath
Camveci
Carmustine
Carticel
Ceredase
Cerezyme (imiglucerase)
Chorionic Gonadotropin
Cidofovir
Cimzia
Cinqair
Cinryze

Coagadex
Corifact
Crofab
Cubicin
Cutaquig
Cuvitru
Cyclophosphamide
Cytogam
Dactinomycin
Dalvance
Danyelza
Daptomycin
Darzalex
Digifab
Duopa
Durolane
Dysport (abobotulinumtoxinA)
Eligard, Fensolvi, Leuprolide
Elitek
Eloctate
Empliciti (elotuzumab)
Enbrel (etanercept)
Entyvio
Epogen (epoetin alfa)
Epoprostenol
Euflexxa
Evenity
Evomela (Melphalan, Alkeran)
Exondys
Eylea
Fabrazyme (agalsidase)
Factor VIII, Fc Fusion Protein (recombinant)
Fasenra
Feiba NF, Feiba VH
Fensolvi
Fetroja
Fibryga
Filgrastim

Flebogamma and Flebogamma DIF
Fuzeon
Fyarro
GamaSTAN S/D, Baygam
Gammagard (liquid, S/D less IGA)
Gammaked
Gammaplex
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
Jelmyto
Jetrea
Jevtana
Jimperli
Jivi
Kalbitor

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Note: The drug and service authorization lists provided are not exhaustive lists. 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.

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Kcentra
Keytruda (pembrolizumab)
Koate, Koate-DVI
Kogenate
Korsuva
Kovaltry
Krystexxa (pegloticase)
Leqvio
Lemtrada
Lumizyme
Luxturna
Macugen
Margenza
Marqibo
Mepsevii
Mircera
Monjuvi
Monoclate-P
Mononine
Monovisc
Mozobil (plerixafor)
Myobloc (rimabotulinumtoxin B)
Myozyme
Naglazyme
Neulasta
Nexviazyme
NovoEight
NovoSeven RT
Nplate (romiplostim)
Nucala
Nuwiq
Obizur
Ocrevus (ocrelizumab)
Octagam
Oncaspar
Onpattro
Opdivo (nivolumab)
Orencia (abatacept)

Orthovisc
Oxlumo
Ozurdex
Panglobulin
Panzyga
Pegfligrastim
Pentostatin
Phesgo
Polivy
Privigen
Probuphine
Procrit (erythropoietin, Epogen)
Profilnine SD
Prolastin-C
Proleukin
Provenge
Rebinyin
Recombinate
Remdesivir
Remicade (infliximab)
Reopro
Retacrit
Retisert
RiaSTAP
Rimso-50 (DMSO)
Rixubis
Ruconest
Rybrevant
Rylaze
Ryplazim
Saphnelo
Scenesse
Sensipar (Cinacalcet)
Sevenfact
Simponi Aria
Simulect
Sinuva
Soliris (eculizumab)

Spinraza
Stelara
Supprelin LA
Susvimo
Synjojoynt
Synvisc One (Synvisc)
Takhzyro
Tecentriq
Temsirolumus
Tezspire
Thymoglobulin
Thyrogen
Tivdak
Tremfya
Treprostinil
Tretten
Triferic
Triluron
Triptodur
Trivisc
Trodelyv
Tysabri (natalizumab)
Tyvaso
Ultomiris
Uplizna
Valrubicin
Vantas
Ventavis
Vilteproso
Vimizim
Visco-3 (Hyalgan, Supartz FX)
Visudyne
Vivitrol
Vocabria/Apretude
Vonvendi
Vpriv
Vygant

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Wilate
Xeomin (incobotulinumtoxin A)
Xgeva
Xiaflex (collagenase clostridium histolyticum)
Xipere
Xofigo (radium RA 223)
Xolair (omalizumab)
Xyntha
Yervoy (ipilimumab)
Yescarta
Yutiq
Zepzelca
Zerbaxa
Zoladex
Zoledronic Acid
Zomacton (Saizenprep, Genotropin, Omnitrope, Norditropin, Humatrope, Serostim, Nutropin AQ, Zorbtive)
Zynlonta