

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.

## 2025 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@blueadvantagela.com">customerservice@blueadvantagela.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 is accessible through iLinkBlue (<a href="http://www.lablue.com/ilinkblue">www.lablue.com/ilinkblue</a>). 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"> <li>1. You must first have access to iLinkBlue (<a href="http://www.lablue.com/ilinkblue">www.lablue.com/ilinkblue</a>). Refer to the PIM Team section of this guide for more information.</li> <li>2. Once logged into 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.</li> </ol> <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>
<b>Blue Advantage Provider Directory</b>	<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><b>Authorizations (including Part B Drugs)</b></p> <ul style="list-style-type: none"> <li>• Inpatient</li> <li>• Outpatient</li> <li>• Behavioral Health</li> <li>• Home Health</li> </ul> <p><b>1-866-508-7145 choose option 3, then option 3</b></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"> <li>1. Submit a request electronically through the Blue Advantage Portal using the Connect tool.</li> <li>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></li> </ol> <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"> <li>1. Submit a request electronically through the Blue Advantage Portal using the Connect tool.</li> <li>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></li> </ol> <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><b>Case Management</b></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
<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. Look under the &gt;Resources &gt;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: <a href="mailto:compliance.office@lablue.com">compliance.office@lablue.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> <p>fax: (225) 295-2518</p> <p>email: <a href="mailto:blueadvantageFWA@lablue.com">blueadvantageFWA@lablue.com</a></p> <p>fraud form: <a href="https://blueadvantage.lablue.com/home/reportfwa">https://blueadvantage.lablue.com/home/reportfwa</a></p>
<b>Dental</b>	<p>Blue Advantage members use Liberty Dental for preventive and comprehensive dental coverage. Providers must be contracted directly with Liberty Dental to be in-network for members:</p> <p>phone: 1-866-609-0424</p> <p>mail: Liberty Dental P.O. Box 401086 Las Vegas, NV 89140</p>
<b>Fitness Program</b>	<p>Blue Advantage members can participate in the FitOn Health® program at no additional cost beyond their monthly premium. FitOn Health, a fitness and health platform, provides access to a nationwide network of gyms, local fitness studios and community centers. Members will receive 36 credits.</p> <p><u>FitOn Health:</u></p> <p>phone: 1-855-606-1139</p> <p>online: <a href="http://www.fitonhealth.com/blueadvantage">www.fitonhealth.com/blueadvantage</a></p>

Service	Contact Information
<b>Pharmacy (for Part D Prescriptions)</b>	<p>For Part D Drug Coverage Determination and Appeal requests, submit to Express Scripts, Inc.</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: <a href="http://www.covermymeds.com">www.covermymeds.com</a> <a href="http://www.express-path.com">www.express-path.com</a></p> <p>Blue Advantage members with Part D use the Express Scripts, Inc. pharmacy network. For a comprehensive list of participating pharmacies, use the provider/pharmacy directory.</p> <p><a href="http://www.lablue.com/ilinkblue">www.lablue.com/ilinkblue</a> &gt; Blue Advantage (under Other Sites) &gt; Provider Directory</p>
<b>Provider Contracting</b>	<p>For questions on how to join the Blue Advantage provider networks:</p> <p>email: <a href="mailto:provider.contracting@lablue.com">provider.contracting@lablue.com</a></p> <p>phone: 1-800-716-2299, option 1</p>

Service	Contact Information
<b>Credentialing, Recredentialing &amp; Data Management</b>	<p>Credentialing is required for network participation. We partner with <b>sympplrCVO</b> to conduct credentialing verification processes for our Blue Advantage networks.</p> <p>Any Medicare eligible provider who intends to see Medicare beneficiaries is required by CMS to apply for a Provider Transaction Access Number (PTAN). Providers wishing to participate in Blue Advantage must submit the PTAN number when submitting an application.</p> <p>Credentialing packets and criteria are available on our Provider page at <a href="http://www.lablue.com/providers">www.lablue.com/providers</a> &gt;Provider Networks &gt;Join Our Networks.</p> <p>The Louisiana Blue Provider Credentialing &amp; Data Management team handles demographic changes.</p> <p>To change your address, phone number, Tax ID number or other details, please visit our Provider page <a href="http://www.lablue.com/providers">www.lablue.com/providers</a>, then click on Resources &gt;Forms. Choose the right form under "Professional Provider Change Forms" or "Facility Change Forms."</p> <p>For more information on our credentialing and data management process, including frequently asked questions, visit <a href="http://www.lablue.com/providers">www.lablue.com/providers</a> &gt;Network Enrollment &gt;Join Our Networks &gt;Professional Providers &gt;Update your Information.</p> <p>For all other inquires:</p> <p>email: <a href="mailto:PCDMstatus@lablue.com">PCDMstatus@lablue.com</a></p> <p>phone: 1-800-716-2299, option 2</p>
<b>Provider Disputes</b>	<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 Louisiana/HMO Louisiana, Inc. Attn: Provider Disputes 130 DeSiard St, Ste 322 Monroe, LA 71201</p>

Service	Contact Information
<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 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: <a href="mailto:PIMteam@lablue.com">PIMteam@lablue.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@lablue.com">provider.relations@lablue.com</a></p>
<b>Reference Laboratories</b>	<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: <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 directly processes vision claims for routine eye care and vision services coverage. Vision providers should use the standard claims filing process for these claims. For Non-Medicare Covered Eyewear, member allowances loaded onto the Blue Advantage Flex Card should be used for payments. Claims should not be submitted directly to Blue Advantage.</p>
<b>Who Do I Contact if I Have Questions?</b>	<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>

**Prior Authorization is required for services on or after January 1, 2025:**

**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

**Therapy (M.D. order is required)**

- 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
- Medical Benefit Drugs (please visit the Provider Portal for a complete listing of all drugs)