



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.

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. P.O. Box 7003 Troy, MI 48007</p>
Blue Advantage Provider Portal	<p>For assistance with routine inquiries such as claim status checks, member eligibility, benefit verification or confirmation of prior authorization, use the Blue Advantage Provider Portal, located within iLinkBlue (www.BCBSLA.com/ilinkblue). Click on “Blue Advantage” under “Other Sites.”</p> <p>For technical questions relating to registration or login access to the Blue Advantage Provider Portal:</p> <p>phone: 1-866-397-2812</p>
Blue Advantage Provider Directory	<p>For a list of providers in our Blue Advantage network, use the Provider Directory, located on the Blue Advantage Provider Portal, within iLinkBlue www.BCBSLA.com/ilinkblue.</p> <p>Click on “Blue Advantage” under “Other Sites,” then “Find a Provider.”</p>

Service	Contact Information
<p>Authorizations (including Part B Drugs, Case and Medical Management)</p>	<p><u>Inpatient Program:</u></p> <p>To request a prior authorization for inpatient services, please submit authorization requests to the Blue Advantage Authorizations department at:</p> <p> fax: 1-877-528-5818 (please include all supporting clinical information)</p> <p> phone: 1-866-455-8416, option 4, option 4</p> <p><u>High-tech Imaging and Utilization Management Programs:</u></p> <p>To request a prior authorization for High-tech Radiology, Office and Outpatient Cardiology, Outpatient Musculoskeletal (MSK) services and Radiation Oncology contact AIM Specialty Health® (AIM) :</p> <p> online: through the AIM <i>ProviderPortal</i>_{SM}, available 24 hours a day, seven days a week through iLinkBlue (www.BCBSLA.com/ilinkblue). It is fully interactive, processing requests in real-time.</p> <p> phone: 1-866-455-8416</p> <p><u>All other services that require an authorization:</u></p> <p>To request prior authorization for these services, download the Prior Authorization Form from the Blue Advantage Provider Portal. It is available on iLinkBlue at www.BCBSLA.com/ilinkblue, then click on “Blue Advantage” under the “Other Sites” section. For assistance with case management, notification and benefit determinations, contact the Blue Advantage Medical Management team at:</p> <p> phone: 1-866-508-7145, option 5, option 4</p> <p> fax: 1-877-528-5816 1-877-528-5818 (for inpatient)</p>
<p>Behavioral Health</p>	<p>Blue Advantage members use New Directions Behavioral Health for their behavioral health needs.</p> <p>Authorizations (inpatient and outpatient) should be submitted through the Authorizations Portal, available on iLinkBlue (www.BCBSLA.com/ilinkblue) under the “Authorizations” menu option >Behavioral Health.</p> <p> phone: 1-877-250-9167 <i>(for customer service and non-facility authorizations)</i></p> <p> mail: Blue Cross and Blue Shield of LA/HMO Louisiana, Inc. P.O. Box 7003 Troy, MI 48007</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 at www.BCBSLA.com/ilinkblue >Blue Advantage (under Other Sites) >Helpful Links >Compliance Program:</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 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: <i>(claims address)</i></p> <p>United Concordia Dental P.O. Box 69441 Harrisburg, PA 17106-9420</p>
Disputes	<p>For assistance related to contract disputes:</p> <p>phone: 1-866-508-7145</p> <p>fax: 1-877-528-5820</p> <p>mail: Blue Cross and Blue Shield of LA/HMO Louisiana, Inc. Attn: Provider Disputes P.O. Box 7003 Troy, MI 48007</p>
Fitness Program	<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 & Fit</u></p> <p>phone: 1-877-427-4788</p>

Service	Contact Information
Network Development	<p>For questions on how to join the Blue Advantage provider networks:</p> <p>phone: 1-800-716-2299, option 1</p> <p>email: network.development@bcbsla.com</p>
Pharmacy <i>(for Part D Prescriptions)</i>	<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, refer to the provider/ pharmacy directory, www.BCBSLA.com/ilinkblue >Blue Advantage under “Other Sites” >Find a provider</p>
Provider Credentialing & Data Management	<p>Provider Credentialing & 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 Form, located on our Provider Page (www.BCBSLA.com/providers >Resources >Forms).</p> <p>Credentialing packets and criteria are available on our Provider Page at www.BCBSLA.com/providers >Provider Networks >Join Our Networks.</p> <p>For all other inquires:</p> <p>email: network.administration@bcbsla.com</p> <p>phone: 1-800-716-2299, option 2 (provider credentialing) 1-800-716-2299, option 3 (data management)</p> <p>fax: (225) 297-2750</p>
Provider Relations	<p>For assistance with detailed and complex issues that have not been resolved through the Provider Portal or by Customer Service:</p> <p>phone: 1-800-716-2299, option 4</p> <p>email: provider.relations@bcbsla.com</p>

Service	Contact Information
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 members use Davis Vision for their routine eye care and vision services coverage:</p> <p>phone: 1-800-247-2814</p> <p>mail: <i>(claims address)</i></p> <p>Vision Care Processing Unit P.O. Box 1525 Latham, NY 12110</p>
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>For questions about Accountable Delivery System Platform (ADSP) training, accessing panel reports, financial incentive reports or care gap and RAF scores, contact provider.relations@bcbsla.com.</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 clinicalpartnerships@bcbsla.com. 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 provider.relations@bcbsla.com.</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/Notification is required for these services:

Ambulance

- Non-emergent Air or Ground

Behavioral Health*

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

Cardiology

- Artificial Hearts and Related Devices
- Arterial Ultrasound**
- Coronary Ateriography**
- Life Vest External Defibrillator
- Ventricular Assist Devices
- Stress Echocardiography**
- Transthoracic Echocardiography**
- Transesophageal Echocardiography**

High-tech Radiology

- CT**
- MRI, MRA**
- Nuclear Cardiology**
- PET**

Inpatient (authorization required within 24-hours of admission)

- Elective Hospital Admissions
- Hospital Admissions
- Inpatient Rehabilitation
- LTAC
- Skilled Nursing (SNF)

Musculoskeletal (MSK) Program**

- Spine Surgery
- Interventional Spine Pain Management
- Joint Surgery

Radiation Oncology

- Brachytherapy**
- Intensity Modulated Radiation Therapy (IMRT)**
- Proton Beam Radiation Therapy (PBRT)**
- Stereotactic Radiosurgery (SRS)/Stereotactic Body Radiotherapy (SBRT)**
- 3-D Conformal Therapy* (EBRT) for bone metastases and breast cancer**

Review also included for:

- Hypo fractionation for bone metastases and breast cancer when requesting EBRT and IMRT**
- Special procedures and consultations associated with a treatment plan (CPT® codes 73370 and 77470)**
- Image Guidance Radiation Therapy (IGRT)**

Pain Management

- Inpatient Hospital Pain Rehabilitation
- Outpatient Hospital Pain Rehabilitation
- Pain Infusion Pumps

Surgical Procedures

- Autologous Chondrocyte Implantation Procedure
- Bariatric Procedure
- Blepharoplasty
- Breast Reduction/Reconstruction/Augmentation/Mastectomy for Gynecomastia
- Deep Brain Stimulator
- Eyelid Ptosis Repair/Brow Lift
- Facial Osteotomy Genioplasty, Orthognathic Surgery, Maxillofacial Surgery Requiring Hospital Stay, Non-emergent
- Nasal Reconstruction/Rhinoplasty
- Otoplasty
- Panniculectomy/Abdominoplasty
- Spinal Cord Stimulators
- Uvulopalatopharyngoplasty (UPPP)
- Veins (Ablation Ligation, Stripping, Sclerotherapy)
- Vertebral Artery Surgery
- Vertebroplasty/Kyphoplasty/Spinal Fusion

Transplants

- All transplants require pre authorization

Other

- Aqua Therapy
- Bio-engineered Skin Substitute
- Bone Anchored Hearing Device/Cochlear Implant
- Cardiac Rehab
- Durable Medical Equipment (see DME and Orthotic & Prosthetic list)
- Emerging Technology (All CPT codes ending in "T")
- Genetic Testing
- Home Health Services
- Hyperbaric Oxygen
- Infertility Treatments
- Insulin Pumps
- Interstim/Peripheral Tibial Nerve Stimulation
- Investigational/Experimental Procedures and Treatment
- Medical Rehabilitation Day Program
- Nasal/Sinus Endoscopy
- Observation (notification required after 48 hours)
- Occupational Therapy, Outpatient (First 12 visits per discipline every 90 days before authorization is required)
- Out-of-network Providers
- Physical Therapy, Outpatient (First 12 visits per discipline every 90 days before authorization is required)
- Platelet Rich Plasma
- Pulmonary Rehab
- Routine Maternity
- Specialty Drugs (See drug list on next page)
- Speech Therapy
- Unlisted Procedure Codes
- Vacuum Wound Devices
- Wound Care Clinic

* Blue Advantage members use New Directions Behavioral Health for their behavioral health needs. Facility authorizations (inpatient & outpatient) should be submitted through the **Authorizations Portal**, available on iLinkBlue.

** To request a prior authorization request for cardiology, high-tech radiology, outpatient musculoskeletal and radiation oncology services, use **AIM Specialty Health's ProviderPortal_{SM}**, available on iLinkBlue.

Part B drugs that require prior authorization:

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| <ul style="list-style-type: none">• Actemra (tocilizumab) IV• Advate• Aldurazyme (laronidase)• Alphanate (VWF Complex)• AlphaNine SD• Alprolix• Aranesp (darbepoetin)• Bavencio (avelumab)• Bebulin, Bebulin VH• BeneFix• Benlysta (belimumab)• Bivigam• Boniva Injection (ibandronate)• Botox (onabotulinumtoxin A)• Carimune NF• Cerezyme (imiglucerase)• Cinqair• Cinryze (C1 esterase inhibitor/human)• Corifact• Darzalex (daratumumab)• Duopa• Dysport (abobotulinumtoxinA)• Elitek• Elocate• Empliciti (elotuzumab)• Entyvio• Epogen (erythropoietin, also see Procrit)• Evenity• Fabrazyme (agalsidase)• Factor VIII, Fc Fusion Protient (recombinant)• Fasentra• Feiba NF, Feiba VH• Feraheme• Flebogamma and Flebogamma DIF• Flolan (epoprostenol)• GamaSTAN S/D• Gammagard (liquid, S/D less IGA)Gammaked• Gammaplex• Gamunex-C• Helixate FS• Hemofil M• Hemophilia clotting factor, NOC• Hizentra• Humate-P• Hyaluroan Intra-articular knee injections (all)• Ilaris (canakinumab)• Idelvion• Imfinzi• Inflectra (infliximab biosimilar, infliximab-dyyb)• Injectafer | <ul style="list-style-type: none">• Ixinity• Jevtana (cabazitaxel)• Kcentra• Keytruda (pembrolizumab)• Koate, Koate-DVI• Kogenate FS, Kogenate FS with BIO-SET• Kovaltry• Krystexxa (pegloticase)• Lemtrada (alemtuzumab)• Mircera• Monoclalte-P• Mononine• Mozobil (plerixafor)Myobloc (rimabotulinumtoxin B)• NovoEight• NovoSeven RT• Nplate (romiplostim)• Nuwiq• Obizur• Ocrevus (ocrelizumab)• Octagam• Opdivo (nivolumab)• Orencia (abatacept)• Polivy (effective 3/1/2020)• Privigen• Procrit (erythropoietin, also see Epogen)• Profilnine SD• Provenge (sipuleucel-T)• Recombinate• Remicade (infliximab)• Remodulin (treprostinil)• Renflexis (infliximab biosimilar)• Revatio (sildenafil)• RiaSTAP• Rixubis• Simponi Aria• Soliris (eculizumab)• Stelara (ustekinumab)• Tecentriq Tretten• Tysabri (natalizumab)Veletri (epoprostenol)• Ventavis (iloprost)VPRIV (velaglucerase alfa)• Wilate• Xeomin (incobotulinumtoxin A)• Xiaflex (collagenase clostridium histolyticum)Xofigo (radium RA 223)• Xolair (omalizumab)• Xyntha• Yervoy (ipilimumab)Yescarta |
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Note: To request prior authorization for these services, download the appropriate prior authorization form from the Blue Advantage Provider Portal and follow the steps in the “Authorizations” section of this guide.