

2020 Blue Care Prime Quick Reference Guide

	State BlueCare Prime <i>(State of Connecticut Employer Group Plan)</i> HMO - POS	Blue Care Prime <i>(Individual Market and Small Group Market Plans)</i> HMO - POE
Plan Prefixes	X6G	Z9T, X6T, C9T
Provider Service	Phone: (800) 922-2232 Business hours: Monday – Friday, 8:00 a.m. – 5:00 p.m.	Phone: (800) 922-3242, (800) 345-2227 Business hours: Monday – Friday, 8:00 a.m. – 5:00 p.m.
Claim Submissions	<p><u>Electronic Filing is Preferred</u></p> <p><u>Availity Help Desk – (800) 282-4548</u></p> <p>Claims for services rendered outside Connecticut should be submitted to your local BCBS claims address for processing. <u>By mail:</u> Anthem Blue Cross and Blue Shield P.O. Box 583 North Haven, CT 06473</p> <ul style="list-style-type: none"> ○ <u>CMS 1500</u> - 90 days from date of service ○ <u>UB04</u> - 180 days from date of discharge ○ <u>COB</u> – 90 days from date of explanation of benefits (EOB) 	<p><u>Electronic Filing is Preferred</u></p> <p><u>Availity Help Desk – (800) 282-4548</u></p> <p>Claims for services rendered outside Connecticut should be submitted to your local BCBS claims address for processing. <u>By mail:</u> Anthem Blue Cross and Blue Shield P.O. Box 533 North Haven, CT 06473</p> <ul style="list-style-type: none"> ○ <u>CMS 1500</u> - 90 days from date of service ○ <u>UB04</u> - 180 days from date of discharge ○ <u>COB</u> – 90 days from date of explanation of benefits (EOB)
Correspondence	<p>Anthem Blue Cross and Blue Shield P.O. Box 1091 North Haven, CT 06473</p> <p>Include a copy of the remit with claim circled for adjustment.</p>	<p>Anthem Blue Cross and Blue Shield P.O. Box 1091 North Haven, CT 06473</p> <p>Include a copy of the remit with claim circled for adjustment.</p>
Appeals	<p><u>Address for First Level Appeal:</u></p> <p>Anthem Blue Cross and Blue Shield First Level Appeal Review P.O. Box 1038 North Haven, CT 06473-4201</p>	<p><u>Address for First Level Appeal:</u></p> <p>Anthem Blue Cross and Blue Shield First Level Appeal Review P.O. Box 1038 North Haven, CT 06473-4201</p>
PCP Referrals	Referral required through use of Optumcare Referral tool (NAMMNet Express) for many services	Referral required through use of Optumcare Referral tool (NAMMNet Express) for many services
Optumcare NAMMNET Express Referral tool link	https://optumcare-east.nammnet.com/login/nammcal.asp	https://optumcare-east.nammnet.com/login/nammcal.asp

Professional Billing Requirements for Referral Number	<p>Paper submitters: Enter your PCP-provided Optumcare Referral Number in Box 23 of the CMS-1500 form</p> <p>Electronic submitters: Enter your PCP-provided Optumcare Referral Number in Loop 2300 REF01/02 with 9F Qualifier for Referral Number</p>	<p>Paper submitters: Enter your PCP-provided Optumcare Referral Number in Box 23 of the CMS-1500 form</p> <p>Electronic submitters: Enter your PCP-provided Optumcare Referral Number in Loop 2300 REF01/02 with 9F Qualifier for Referral Number</p>
Institutional Billing Requirements for Referral Number	<p>Paper submitters: Enter your PCP-provided Optumcare Referral Number in Box 63B of the UB-04 form</p> <p>Electronic submitters: Enter your PCP-provided Optumcare Referral Number in Loop 2300 REF 01/02 with 9F Qualifier for Referral Number</p>	<p>Paper submitters: Enter your PCP-provided Optumcare Referral Number in Box 63B of the UB-04 form</p> <p>Electronic Submitters: Enter your PCP-provided Optumcare Referral Number in Loop 2300 REF 01/02 with 9F Qualifier for Referral Number</p>
Prior Authorizations	<p>Phone: (800) 238-2227</p> <p><u>REQUIRED IN ADDITION TO PCP REFERRAL</u> for elective and emergent admissions, outpatient surgery and transplants</p> <p>May be required for outpatient diagnostic radiological services (MRA, MRI, PET, CT, nuclear cardiology, sleep study and specialty pharmacy) - call AIM Specialty Health at (866) 714-1107</p> <p>May be required for physical therapy services - call AIM at (866) 714-1107</p>	<p>Phone: (800) 238-2227</p> <p><u>REQUIRED IN ADDITION TO PCP REFERRAL</u> for elective and emergent admissions, outpatient surgery and transplants</p> <p>May be required for outpatient diagnostic radiological services (MRA, MRI, PET, CT, nuclear cardiology, sleep study and specialty pharmacy) - call AIM Specialty Health at (866) 714-1107</p> <p>May be required for physical therapy services - call AIM at (866) 714-1107</p>

Our website contains additional information for providers, including directories, formularies, practice guidelines, provider newsletters and more. To access our directories, visit anthem.com, select Providers, under Provider Resources select Find Care, then select state.

Note: This reference guide refers to in-network services. It is for illustrative purpose only, and is subject to the provisions of the subscriber agreement, master group policy, or other applicable coverage document.