

CARE MANAGEMENT CONTACTS

	Commercial	CoverKids	BlueCare™/ TennCare Select	BlueAdvantage (PPO)™ & BlueChoice (HMO)™ (Medicare Advantage)	BlueCare Plus (HMO SNP)™
Transition of Care	1-800-515-2121 , ext. 6900 Fax: 1-866-230-3424	1-800-225-8698	1-888-416-3025	1-800-924-7141 Fax: 1-888-535-5243	1-877-715-9503 Fax: 1-866-325-6694
<i>Includes discharge coordination, Skilled Nursing Facility & Rehab transfers, Home Health, & Durable Medical Equipment</i>					
Population Health	1-800-225-8698 (Option 2) Transplant: 1-888-207-2421	1-800-225-8698	1-888-416-3025	1-800-611-3489 Fax: 1-800-727-0841 DM: 1-844-514-3777	1-877-715-9503 Fax: 1-866-325-6694
<i>To use as a referral source when there is no Transition of Care involvement. Inclusive of Case Management, Disease/Chronic Condition Management, Behavioral Health, & Transplant</i>					
Reconsideration	1-800-924-7141 or call assigned TOC nurse	1-800-924-7141 or call assigned TOC nurse	1-888-423-0131 (Option 8) or call assigned TOC nurse	1-800-924-7141 Must be submitted within 10 days of fax notification	1-800-299-1407
<i>Additional information for active authorization related services: may be called, faxed, or sent via web for reconsideration of an adverse determination</i>					
Peer-to-Peer Discussions	1-800-924-7141 or TOC nurse can assist. Requires two dates / availability times. If by- passed and appeal is initiated, then the peer-to- peer option is forfeited.	1-888-423-0131 (Option 8) or TOC nurse can assist. Requires two dates / availability times.	1-888-423-0131 (Option 8) or TOC nurse can assist. Requires two dates / availability times.	1-800-924-7141 Must be requested within two days of fax notification. Requires two dates / availability times.	1-866-789-6314 Requires two dates / availability times.
Appeals related to an authorization	Fax: (423) 591-9451 BlueCross BlueShield of Tennessee 1 Cameron Hill Circle, Ste 0017 Chattanooga, TN 37402-0017	Fax: 1-800-851-2491 BlueCross BlueShield of Tennessee 1 Cameron Hill Circle, Ste 0039 Chattanooga, TN 37402-0039	Fax: 1-888-357-1916 BlueCross BlueShield of Tennessee 1 Cameron Hill Circle, Ste 0020 Chattanooga, TN 37402-0020	Fax: 1-888-535-5243 BlueAdvantage™ / BlueChoice™ Appeals 1 Cameron Hill Circle, Ste 0005 Chattanooga, TN 37402-0005	Fax: 1-888-416-3026 BlueCare Plus™ 1 Cameron Hill Circle, Ste 0042 Chattanooga, TN 37402-0042
<i>Should occur when unsatisfied with the reconsideration or Peer-to-Peer options</i>					
Reconsiderations and Appeals that are <u>Claim</u> related and <u>NO authorization</u> is on file			BlueCross BlueShield of Tennessee 1 Cameron Hill Circle, Ste 0039 Chattanooga, TN 37402-0039		
Behavioral Health Referrals	Because vendor/ coverage can vary from plan to plan, check with Provider Service at 1-800-924-7141 .	1-800-225-8698	1-888-416-3025	1-800-924-7141	1-877-715-9503
24/7 Nurseline	1-800-818-8581	1-866-904-7477	1-800-262-2873	1-866-275-1660	1-888-747-8951
<i>Can provide to members at time of discharge</i>					
Customer Service/ Provider Services	1-800-924-7141	1-800-924-7141	1-800-468-9736 BlueCare 1-800-276-1978 TennCare Select	1-800-841-7434	1-800-299-1407
Customer Service/ Member Services	1-800-565-9140	1-888-325-8386	1-800-468-9698 BlueCare 1-800-263-5479 TennCare Select	1-800-831-BLUE (2583) PPO 1-800-818-0962 Group 1-800-317-BLUE (2583) HMO	1-800-332-5762
Web Services	(423) 535-5717 (Option 2) eBusiness Service Center, Technical Issues to Web Authorization or BlueAccess				