

HealthSelect of Texas® & Consumer Directed HealthSelectSM Key Contacts List

| Provider Customer Service | 1-800-451-0287 |
|---------------------------|----------------|

Availity® Portal (Obtain eligibility and benefits, authorizations and referrals, claims, claim status and remittance.)

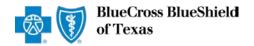
Availity Authorizations & Referrals (Online tool used to request referrals for specialty care and prior authorizations for inpatient admissions and select outpatient services managed by Blue Cross and Blue Shield of Texas Medical Management.)

- Availity Portal: http://www.availity.com 🗗
- Availity Phone Number: 1-800-Availty (282-4548)
- Availity Information: https://www.bcbstx.com/provider/claims/edi_availity.html
- Availity Authorizations & Referrals Information:

https://www.bcbstx.com/provider/tools/availity-authorizations.html

| Electronic Medical Claim Submission | HealthSelect of Texas and Consumer Directed HealthSelect Electronic Payor ID: 84980 |
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| Paper Medical Claim Submission Address | HealthSelect of Texas and Consumer Directed HealthSelect P. O. Box 660044 Dallas, TX 75266-0044 |
| Outpatient Clinical Reference Laboratory | HealthSelect of Texas and Consumer Directed HealthSelect Outpatient clinical reference laboratory services providers contacts for locations and questions: |
| | Quest Diagnostics, Inc. Phone: 1-888-277-8772 Website: QuestDiagnostics.com |
| | Clinical Pathology Laboratory (CPL) Phone: 1-800-595-1275 Website: www.cpllabs.com |
| | LabCorp, Inc Phone: 1-888-LABCORP Website: www.labcorp.com |

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| Mental Health and Substance Use Disorders | BCBSTX manages mental health and substance use disorders services for HealthSelect of Texas and Consumer Directed Health Select plans. Out-of State & HealthSelect Secondary are also managed by BCBSTX. Contact the BCBSTX Behavioral Health Unit at 1-800-528-7264. Use Availity to check benefits, eligibility, claims and prior authorize services. |
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| Telemedicine | MD Live Phone: 1-888-450-1572 Website at MDLIVE.com Doctor on Demand Phone: 1-800-997-6196 |
| Vision | (Call) Superior Vision Services Inc.: 1-877-396-4128 |
| Claims Appeals | HealthSelect of Texas and Consumer Directed HealthSelect of Texas Claims Appeals should be faxed to 1-325-794-2926 |
| Medical Appeals & Grievances | Medical Appeals & Grievances: P O Box 660044 Dallas, TX 75266-0044 Appeals & Grievances Fax: 1-918-551-2011 Appeals & Grievances Phone 1-800-451-0287 |
| BCBSTX Medical Care Management Department (Clinical information for a prior authorization or predetermination for medical healthcare services, i.e., inpatient or outpatient hospitalization and/or surgical procedure) | 1-800-344-2354 |
| To Locate a HealthSelect Provider | https://my.providerfinderonline.com/?ci=healthselectinarea |

Important Note: Always make a copy of the front & back of the participant's ID card to confirm you have the correct telephone numbers.

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to Blue Cross and Blue Shield of Texas.

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