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# Provider Quick Reference Guide

Healthy Blue in Kansas

## Provider services

Healthy Blue combines over 80 years of experience and lessons learned from the three companies forming the partnership -- BCBSKS, BCBS of KC, and Anthem Partnership Holding Company, LLC. (APHC). As a KanCare choice, Healthy Blue will bring high quality Managed Care to improve the satisfaction of members and providers. We are all neighbors, colleagues, families, friends, and partners. We will bring health information to the community where they need it, when they need it, and how they need it.

Visit our website at [healthybluekansas.com](http://healthybluekansas.com) for:

- Provider manual and directory.
- Training Resources
- Contact Us:
  - Find your provider relationship management representative
  - Email: [ksproviderinquiry@healthybluekansas.com](mailto:ksproviderinquiry@healthybluekansas.com)
  - Provider Service Center: **833-838-2595**
- Provider Services is available:
  - Monday to Friday 8 a.m. to 5 p.m.

Visit our Training Academy for additional training opportunities.

## Claims/Availity Essentials

Healthy Blue has designated Availity Essentials to operate and service your Electronic Claims Data Interchange (EDI) entry point (EDI Gateway) and other self-service tools. Registration for the secured content on Availity Essentials is easy.



### Availity Essentials:

- For faster and more accurate claims adjudication, file electronic claims
- Prior Authorization process is preferred through Availity.
- Payer ID number for Healthy Blue: 00047
- Availity contact: **800-282-4548**

### Paper claims

#### Mail to:

Claims Correspondence  
Healthy Blue  
P.O. Box 61010  
Virginia Beach, VA 23466-1010

Timely filing for original claims is within 180 calendar days from the date of service. For any corrected claim, or other rebilling, the filing limit is 365 days from the date of service.

For more precertification/notification requirements for Healthy Blue services, select precertification lookup tool, Patient 360, and Interactive Care Reviewer (ICR).

### Claim reconsideration and appeals

Claim reconsiderations and appeals may be initiated by members and providers. Reconsiderations must be submitted within 123 calendar days for mailing and/or sending. Appeals must be submitted in writing within 63 calendar days from the date of action or adverse benefit determination.

- Availity Essentials
- Mail:
  - Payment Appeals  
Healthy Blue  
P.O. Box 61599  
Virginia Beach, VA 23466-1599

## Prior authorization

(A completed prior authorization request is required to eliminate delays in processing, which includes all required essential information, documentation, current clinical information, and a signed authorization form by the requesting provider.)

Prior authorizations are required for specified services. Review the provider manual on our website for additional details and access the documentation and forms required: [healthybluekansas.com/providers](http://healthybluekansas.com/providers)

Electronic Prior Authorizations:  
**Availity Essentials**  
(preferred method)

Inpatient/outpatient surgeries:

Fax: **800-964-3627**

Phone: **800-282-4548**

Outpatient services (fax):  
**866-852-2844**

Emergent/concurrent Inpatient services (fax): **866-852-2608**

Digital submission (preferred method): <https://Availity.com>

If you prefer to fax, proper forms are located on the provider website:

Behavioral health inpatient (fax): **866-852-8976**

Behavioral health outpatient (fax): **866-852-8978**

Therapy services (fax):  
**877-371-0393**

## Other important contact information

**To obtain translation services** Telephonic services for those who are deaf or hard of hearing: **711**

Member Services:  
**833-838-2593**

Provider Services:  
**833-838-2595**

**Dental services** Providers: **855-434-9237**  
Members: **844-621-4575**

**Laboratory services** LabCorp: **888-522-4452**  
Quest Diagnostics:  
**866-697-8378**

**Nurse HelpLine for members** **833-838-4344**  
(Spanish: **866-864-2545**)  
Live agents available 24/7

**Vision** Providers: **844-844-0928**  
Members: **844-844-0928**

**Pharmacy prior authorization** **Pharmacy benefit PA:**

- Electronic PA (e-PA) via CoverMyMeds ([covermymeds.com](http://covermymeds.com))
- Fax: **877-941-9901**
- Phone: **833-838-2595**

**Physician administered drugs PA medical benefit:**

- Electronic PA (e-PA) via CoverMyMeds ([covermymeds.com](http://covermymeds.com))
- Fax: **877-941-9841**
- Phone: **833-838-2595**

**Non-emergency medical transportation (NEMT) other than ambulance (provided through Access2Care)** Providers: **888-972-5808**  
Members: **833-270-2254**



## Healthy Blue value-added services

Members can review detailed information about how to access these services in their member handbook, online at [healthybluekansas.com](https://www.healthybluekansas.com) or by calling member services at **833-838-2593**. Below is the list of services offered.



### Services offered:

- Asthma relief catalog
- Baby on the way
- Community transport
- Employment support
- Family night package
- Get connected to healthy results
- Healthy grocery card
- Healthy lifestyle aids
- Identification support
- Meditation app
- Online enrichment classes
- Post-secondary education support
- Transportation essentials
- Baby essentials
- Clothing essentials
- Dental desensitization kit
- Emotional well-being program
- Fresh food connect
- Healthy adults results
- Healthy home
- Home safety
- Living within the community training incentive
- Nursing support
- Over the counter and personal care items
- Substance use disorder support

If you have questions about how to help a member with these services, call Provider Services for assistance at **833-838-2595**.

