

BlueCross® BlueShield® of Tennessee Claims Assistance

Purpose of this communication:

- To inform BlueCross® BlueShield® of Tennessee (BCBST) providers of the correct process to follow for claims inquiries, claim status updates, and assistance with claim rejections and denials.

What do I need to know?

- There are resources designed to assist with claims-related inquiries. Use the following table as a reference for specific questions related to claims:

Reason for Inquiry	Who to Contact
Claims status inquiries and other self-service claim information (including reconsiderations and appeals)	Contact Availity directly at https://www.availity.com/
Live Assistance/Questions	Providers should contact the following customer service numbers by line of business: Commercial: 1-800-924-7141, Option 1 MedAdvantage: 1-800-924-7141, Option 1 DSNP: 1-800-299-1407 BlueCare: 1-800-468-9736 FEP: 1-800-705-0391

What do I need to do?

- Do not contact your previous BCBST Network Manager for claims assistance. Providers should follow the claims support pathways outlined above **only**.
- For denied or rejected claims, providers are responsible for ensuring that all billed codes are submitted with the appropriate HCPCS modifier combinations, as outlined in their CareCentrix contractual requirements.
- For additional information and important contacts, reference the [DME Navigator® BCBST Provider Manual](#) or [BCBST DME Navigator Fast Facts](#).

Thank you in advance for your cooperation and continued partnership.