

Provider Customer Service	1-866-355-5999
<p>Availity® Essentials (<i>Obtain eligibility and benefits, referrals and recommended clinical reviews, claims submission, status and remittance.</i>)</p> <p>Availity Authorizations & Referrals (<i>Online tool used to request referrals for specialty care and recommended clinical review for inpatient admissions outpatient services managed by Medical Management at Blue Cross and Blue Shield of Texas</i>)</p> <ul style="list-style-type: none"> • Availity Essentials: http://www.availity.com/essentials • Availity Phone Number: 1-800-Availty (282-4548) • Availity Information: https://www.bcbstx.com/provider/claims/claims-eligibility/edi-commerce/edi-availity • Availity Authorizations & Referrals Information: https://www.bcbstx.com/provider/education/education/tools/availity-authorizations 	
Electronic Medical Claim Submission	TRS ActiveCare Electronic Payor ID: 84980
Paper Medical Claim Submission Address	TRS ActiveCare PO Box 660044 Dallas, TX 75266-0044
Outpatient Clinical Reference Lab	<p>For TRS-ActiveCare Primary and Primary +: Plan providers should refer members to in-network providers for outpatient lab services. To locate participating labs in the Plan network, visit Provider Finder® on the BCBSTX website.</p> <p>For all TRS Active care plans the following are statewide in-network labs:</p> <ul style="list-style-type: none"> • Clinical Pathology Laboratory: Contact CPL at 1-800-595-1275 or visit their website at: www.cpllabs.com. • LabCorp: Contact LabCorp at 1-888-522-2677 or visit their website at: www.labcorp.com. • Quest Diagnostics, Inc.®: Contact Quest at 1-888-277-8772 or visit their website www.questdiagnostics.com/home/patients.
Behavioral Health	1-800-528-7264
Medical Appeals & Grievances	<p>TRS ActiveCare Appeals & Grievances PO Box 660044 Dallas, TX 75266-0044 Appeals & Grievances Fax: 1-877-389-7594 Appeals & Grievances Phone: 1-800-521-2227</p>
Medical Care Management Department at BCBSTX (<i>Clinical information for a recommended clinical review for certain inpatient or outpatient medical healthcare services</i>)	1-855-896-2701
Carelon Medical Benefit Management (<i>Clinical information for a recommended clinical review for certain outpatient services.</i>)	Online: Log in to the Carelon ProviderPortal Phone: 1-800-859-5299

Provider Status <i>(To verify a provider's status, access the Online Provider Directory)</i>	Online Provider Directory <i>(Provider Finder®)</i>
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Important Note: Always make a copy of the member's ID card to confirm you have the correct member and current contacts.

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.

Carelon Medical Benefits Management is an independent company that has contracted with BCBSTX to provide utilization management services for members with coverage through BCBSTX.

BCBSTX makes no endorsement, representations or warranties regarding any products or services provided by third party vendors such as Availity or Carelon Medical Benefits Management.