



Blue EssentialsSM Key Contact List

Provider Customer Service		1-877-299-2377
<p>Availity® Portal (Obtain eligibility and benefits, authorizations and referrals, claims, claim status and remittance.)</p> <p>Availity Authorizations & Referrals (Online tool used to request referrals for specialty care and prior authorizations for inpatient admissions an select outpatient services managed by Blue Cross and Blue Shield of Texas Medical Management.)</p> <ul style="list-style-type: none"> • Availity Portal: http://www.availity.com • Availity Phone Number: 1-800-Availty (282-4548) • Availity Information: https://www.bcbstx.com/provider/claims/edi_availty.html • Availity Authorizations & Referrals Information: https://www.bcbstx.com/provider/tools/availity-authorizations.html 		
Electronic Medical Claim Submission	Blue Essentials Electronic Payor ID: 84980	
Paper Medical Claim Submission Address	Blue Essentials P O Box 660044 Dallas, TX 75266-0044	
AIM Specialty Health®	Call: 1-800-859-5299 Website: https://aimspecialtyhealth.com/providerportal/	
Outpatient Clinical Reference Lab	Providers should refer to in-network Clinical Reference Labs. Refer to Provider Finder (https://www.bcbstx.com/find-a-doctor-or-hospital) for in-network Blue Essentials providers.	
Behavioral Health	Blue Cross and Blue Shield of Texas Behavioral Health Services 1-800-528-7264	
Eye Med	EyeMed Vision Member Services 1-844-684-2255	
Medical Appeals & Grievances	Blue Essentials Appeals & Grievances P O Box 660044 Dallas, TX 75266-0044 Appeals & Grievances Fax: 1-877-389-7594 Appeals & Grievances Phone: 1-800-521-2227	
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)	1-855-896-2701	
Provider Status (To verify a provider's status, access the Online Provider Directory)	Online Provider Directory (Provider Finder [®])	

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

By clicking this link, you will go to a new website/app ("site"). This new site may be offered by a vendor or an independent third party. The site may also contain non-Medicare related information. In addition, some sites may require you to agree to their terms of use and privacy policy. 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. AIM Specialty Health is an independent medical benefits management company that provides utilization management services for Blue Cross and Blue Shield of Texas (BCBSTX).