

# CONTACTS

Information for Blue Cross and Blue Shield of Nebraska (BCBSNE) Medical Providers

## ELIGIBILITY, BENEFITS AND CLAIM STATUS

### BCBSNE SUBSCRIBERS

#### Eligibility and benefits:

Online: [navinet.net/solutions/plans/bcbsne](http://navinet.net/solutions/plans/bcbsne) [NebraskaBlue.com/Eligibility](http://NebraskaBlue.com/Eligibility)

Phone: 800-635-0579 (select option 1)

#### Dental:

Phone: 800-635-0579 – Benefits (select option 3),

Dental claim status (select option 4)

#### Medical claim status:

Online: [NebraskaBlue.com/Eligibility](http://NebraskaBlue.com/Eligibility) (select Check Claims Status and then Inquire About a Claim)

Automated: 800-635-0579 (to use the Voice Response System, select option 2)

Phone: 800-635-0579 (M-F – 7:30 a.m. – 5 p.m. CT)

### BCBSNE MEMBERS OUTSIDE OF NEBRASKA

#### National BlueCard® 800# Network:

Phone: 800-676-BLUE (2583)

### FEP MEMBER ELIGIBILITY, COVERAGE AND CLAIM STATUS INFORMATION

#### FEP Service Representative:

Phone: 402-390-1879 or 800-223-5584

## PRECERTIFICATION AND PREAUTHORIZATION

### INPATIENT ADMISSION (BEHAVIORAL HEALTH)

#### Health Service Programs Department:

Phone: 402-390-1870 or 800-247-1103

### INPATIENT ADMISSION (MEDICAL/SURGICAL)

#### Health Service Programs Department:

Phone: 402-390-1870 or 800-247-1103

Online: <https://navinet.navimedix.com/plan-central/bcbsnebraska>

### SKILLED NURSING FACILITY (SNF) OR REHAB ADMISSION

#### Health Service Programs Department:

Phone: 402-390-1870 or 800-247-1103

### URGENT RADIOLOGY PREAUTHORIZATION REQUESTS

#### Health Service Programs Department:

Phone: 402-982-8870 or 888-236-3870

Online: [NebraskaBlue.com/Providers/Preauthorization](http://NebraskaBlue.com/Providers/Preauthorization)  
(click Preauthorization Request)

### PREAUTHORIZATION REQUEST

#### Health Service Program Department:

Fax: 800-255-2838

### PHARMACY PREAUTHORIZATION

Phone: 877-999-2374

Online: <https://www.nebraskablue.com/Providers/Pharmacy-Management>

### FEP – INTENSIVE OUTPATIENT, PARTIAL CARE OR INPATIENT ADMISSIONS (BEHAVIORAL HEALTH)

#### Health Service Programs Department:

Phone: 402-390-1870 or 800-247-1103

### FEP – SUBMIT AN OUTPATIENT TREATMENT PLAN FORM FOR BEHAVIORAL HEALTH VISITS

#### Health Service Programs Department:

Fax: 402-343-3429

## PROVIDER EXECUTIVE I TEAM

### Contact the Provider Executive Team for assistance with the following issues:

- Clear Coverage and/or NaviNet questions on system navigation
- Escalated claims inquiries
- Provider Data Changes
- Timely Filing Reviews
- Provider agreement inquiries
- Visit [nebraskablue.com/providers/find-a-form](http://nebraskablue.com/providers/find-a-form)

Email: [ProviderExecs@nebraskablue.com](mailto:ProviderExecs@nebraskablue.com)

## COORDINATION OF BENEFITS

**COB Department:**

Phone: 402-390-1840 or 800-462-2924

## OVERPAYMENT OR REFUND ASSISTANCE

**Refunds Department:**

Phone: 402-398-3653 or 800-562-3381

## THIRD-PARTY CLAIMS (E.G. MOTOR VEHICLE ACCIDENTS, ETC.)

**Subrogation Department:**

Phone: 402-390-1847 or 800-662-3554

## WORKERS' COMPENSATION

**Workers' Compensation Department:**

Phone: 402-398-3615 or 800-821-4786

## BCBSNE REQUESTED MEDICAL RECORDS FOR CLAIM REVIEW

**Medical Support Department:**

Fax: 402-392-4111 or 800-991-7389

## ELECTRONIC CLAIMS AND REMITTANCE

**ELECTRONIC DATA INTERCHANGE (EDI) TECHNICAL SUBMISSION ISSUES**

Fax: 402-343-3457

Email: [ProviderServicesOperationsSupport@nebraskablue.com](mailto:ProviderServicesOperationsSupport@nebraskablue.com)

## PEER-TO-PEER SCHEDULING LINE

Phone: 402-398-3615 or 800-821-4786

## SPECIAL INVESTIGATIONS UNIT (SIU)

Fax: 402-548-4691

Email: [SI@nebraskablue.com](mailto:SI@nebraskablue.com)

## PROVIDER AUDIT

Fax: 402-548-4660

Email: [BAudit@nebraskablue.com](mailto:BAudit@nebraskablue.com)