

WHO TO CONTACT

at Blue Cross and Blue Shield of Nebraska



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](https://navinet.net/Solutions/Plans/BCBSNE)

Phone: 800-635-0579

Dental Benefits:

Phone: 800-635-0579

Medical Claim Status:

Online: [NaviNet.NaviMedix.com/Plan-Central/BCBSNebraska](https://navinet.net/NaviMedix.com/Plan-Central/BCBSNebraska) and [NebraskaBlue.com/Providers/Eligibility-and-Claims](https://nebraskablue.com/Providers/Eligibility-and-Claims) select "Check Claims Status," then "Inquire About a Claim Online."

Automated: 800-635-0579

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

BCBSNE SUBSCRIBERS OUTSIDE OF NEBRASKA

National BlueCard® 800# Network:

Phone: 800-676-BLUE (2583)

FEDERAL EMPLOYEE PROGRAM (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 option 2

Online: [NaviNet.NaviMedix.com/Plan-Central/BCBSNebraska](https://navinet.net/NaviMedix.com/Plan-Central/BCBSNebraska)

SKILLED NURSING FACILITY OR REHAB ADMISSION

Health Service Programs Department:

Phone: 402-390-1870 or 800-247-1103 option 2

URGENT RADIOLOGY PREAUTHORIZATION REQUESTS

Health Service Programs Department:

Phone: 402-982-8870 or 888-236-3870 option 3

Online: [NaviNet.NaviMedix.com/Plan-Central/BCBSNebraska](https://navinet.net/NaviMedix.com/Plan-Central/BCBSNebraska)

PREAUTHORIZATION REQUEST

Health Service Program Department:

Fax: 800-255-2838

Online: [NaviNet.NaviMedix.com/Plan-Central/BCBSNebraska](https://navinet.net/NaviMedix.com/Plan-Central/BCBSNebraska)

PHARMACY PREAUTHORIZATION

Phone: 877-999-2374

Online: [NaviNet.NaviMedix.com/Plan-Central/BCBSNebraska](https://navinet.net/NaviMedix.com/Plan-Central/BCBSNebraska)

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

Health Service Programs Department:

Phone: 402-390-1870 or 800-247-1103 option 2

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

Health Service Programs Department:

Fax: 402-343-3444

To access the preauthorization request form, use this link.

FOR ASSISTANCE WITH THE PROVIDER PORTAL AUTHORIZATION TOOL:

Phone: 402-390-1870 or 800-247-1103 option 5

Email: ProviderPortalAuthQuestions@NebraskaBlue.com

CSC PROVIDER TEAM

- Timely Filing Reviews
- Escalated claims inquiries
- Provider agreement inquiries
- Provider data changes

Email: ProviderExecs@NebraskaBlue.com

Online: [NaviNet.NaviMedix.com/Plan-Central/BCBSNebraska](https://navinet.net/NaviMedix.com/Plan-Central/BCBSNebraska)

Note: For Medicare Advantage questions, please call 888-505-2022.

COORDINATION OF BENEFITS

COB Department:

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

OVERPAYMENT OR REFUND ASSISTANCE

Refunds Department:

Phone: 402-398-3653 or 877-435-7258

Mailing Address: BCBSNE

PO Box 30112

Omaha NE 68103

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

Phone: 888-233-8351

(For issues regarding EDI connectivity, EDI enrollment, questions about remits, EFT and PC-ACE software setup and questions, select option 3)

Fax: 402-343-3457

Email: 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

PROVIDER AUDIT

Fax: 402-548-4660

Email: BAudit@NebraskaBlue.com