



**BlueCross BlueShield
of Nebraska**

An Independent Licensee of the Blue Cross and Blue Shield Association.

Phone/Fax/E-Mail Directory

■ Eligibility, Benefits or Claim Status

For BCBSNE subscribers in Nebraska:

Call GABBI at 800-635-0579 and follow the voice prompts. Or click on “contact us” at www.bcbsne.com and e-mail questions. For questions not answered on GABBI, call Provider Service at 402-390-1890 or 800-642-8516. For an electronic submission question, refer to the Electronic Services section on the second page.

For BCBSNE subscribers outside of Nebraska

Call the national BlueCard® 800# Network at 800-676-BLUE (2583).

Federal Employee Program (FEP) member eligibility, coverage and claim status information Call the FEP Service Representative at 402-390-1879 or 800-223-5584.

Pharmaceuticals, coverage or claim information

Call the Pharmacy Help Desk/Provider Service at 800-821-4795, visit the website at <http://primetherapeutics.com/> or e-mail pharmacy@primetherapeutics.com.

■ Coordination of Benefits (COB)

Call the COB Department at 402-390-1840 or 800-462-2924.

■ Overpayment or Refund Assistance

Call the Refunds Department at 402-398-3653 or 800-562-3381.

■ Third-Party Claims (e.g. motor vehicle accident)

Call the Subrogation Department at 402-390-1847 or 800-662-3554.

■ Workers' Compensation

Call the Workers' Compensation Department at 402-398-3615 or 800-821-4786.

■ Retrospective Review, Medical Surgical

Fax the Medical Support Department at 402-392-4111 or 800-991-7389.

■ Precertification and Preauthorization

FEP - Intensive Outpatient, partial care or inpatient admissions (behavioral health)

Call the Health Service Program Department: Phone 402-343-3426 or 888-233-8210.

FEP - Submit an Outpatient Treatment Plan Form for behavioral health visits

Fax the Health Service Program Department: Fax 402-392-4141; or visit online at www.bcbsne.com then click on the green Provider button and then on the Forms in the left column to select the Preauthorization form.

Home Health Nursing Visits, Hospice or Respite Care

Call the Health Service Program Department: Phone 402-390-1870 or 800-247-1103.

Inpatient admission (behavioral health)

Call the Health Service Program Department: Phone 402-343-3426 or 888-233-8210.

Inpatient admission (medical/surgical), Skilled Nursing Facility (SNF) or Rehab Admission

Call the Health Service Program Department: Phone 402-390-1870 or 800-247-1103.

Preauthorization Request

Fax the Health Service Programs: Fax 402-392-4141 or 800-255-2838.

(OVER)

8/2009

■ Credentialing

Provider information related to credentialing or recredentialing

Credentialing Specialist: Phone 402-343-3393 or 800-821-4787 (options 3, 1); Fax 402-392-4148;
E-mail tracy.schnitker@bcbsne.com or carrie.roskens@bcbsne.com.

■ Provider Data Changes

Provider change in practice location, telephone number, tax identification number, etc.

Forms are available at www.bcbsne.com by clicking on the green tab for Providers and then on the Forms in the left column. To contact Health Network Administration: Phone 402-343-3359 or 1-800-821-4787, Fax 402-343-3455; or E-mail HealthNetworkRequests@bcbsne.com .

■ Electronic Services

Electronic Data Interchange (EDI) technical submission issues

Call the Support Center: Phone 402-398-3603 or 888-233-8351 (option 1).

EDI Account Manager

EDI connectivity, Electronic Funds Transfer (EFT) and PC-ACE software options.

Omaha and South of I-80, Sean Blair: Phone 402-392-4205 or 800-821-4787 (options 4, 1);
Fax 402-392-4139; E-mail sean.blair@bcbsne.com.

Lincoln and North of I-80, Howard Jones: Phone 402-343-3301 or 800-821-4787 (options 4, 2);
Fax 402-343-3457; E-mail howard.jones@bcbsne.com.

■ Health Network Consultants

For assistance/information concerning provider agreement(s), reimbursement, interpretation and development of billing and medical policies, contact the appropriate consultant below.

West Region, Charlie Kennedy: Phone 308-632-4403 or 800-821-4787 (options 1, 1); Fax 402-398-3875;
E-mail charlie.kennedy@bcbsne.com.

Central Region, Loraine Miller: Phone 308-234-4594 or 800-821-4787 (options 1, 2); Fax 402-343-3404;
E-mail loraine.miller@bcbsne.com.

East Region, Sue McHargue: Phone 402-458-4807 or 800-821-4787 (options 1, 4); Fax 402-477-2952;
E-mail sue.mchargue@bcbsne.com.

Lincoln, Cindy Rutledge: Phone 402-458-4806 or 800-821-4787 (options 1, 3); Fax 402-477-2952;
E-mail cindy.rutledge@bcbsne.com.

Omaha, Pam Black (The Nebraska Medical Center, Podiatrists, Dentists, Behavioral Health, PT/OT/ST, HME, Ambulance); Phone 402-548-4639 or 800-821-4787 (options 1, 8); Fax 402-343-4787;

E-mail pam.black@bcbsne.com.

Omaha, Vickie Richter (Alegent, Methodist Health System, MDs, DOs, ASCs, SNFs, Acute Care Hospitals):
Phone 402-398-3753 or 800-821-4787 (options 1, 7); Fax 402-343-3446;

E-mail vickie.richter@bcbsne.com .