



Provider Quick Reference Card

| Service | Phone/Fax/URL |
|---|----------------------------|
| Provider and Member Services Behavioral health services Precertification 24/7 NurseLine Interpreter/Translation Services Fraud, Waste, and Abuse | Phone: 866-231-0847 |
| Pharmacy services | |
| Child Health Plus (CHPlus) members only | Phone: 833-232-1713 |
| Medicaid Managed Care (MMC) members (NYRx program) | Phone: 855-648-1909 |
| NYRx retail pharmacy (MMC members) | Phone: 877-309-9493 |
| Retail pharmacy fax (CHPlus members) | Fax: 844-490-4877 |
| Medical injectable fax (MMC and CHPlus members) | Fax: 844-493-9206 |
| Provider Relations | Fax: 844-831-6603 |

| Service | Phone/Fax/URL |
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| Provider website | URL: https://providerpublic.mycbcswny.com |
| Availity Client services | Phone: 800-282-4548 |
| Availity Essentials* | URL: Availity.com |
| Electronic Payment Enrollment – EFT | URL: enrollsafe.payeehub.org |
| Electronic Claims Submission & ERA | URL: Availity.com |
| Paper claims | Mail: New York Claims P.O. Box 61010 Virginia Beach, VA 23466-1010 |
| Medical Answering Services, LLC (MAS) nonemergent transportation | URL: medanswering.com |
| Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, and Wyoming counties | Phone: 800-651-7040 |
| Orleans county | Phone: 866-932-7740 |

| Service | Phone/Fax/URL | |
|--------------------------------|--|--------------------------|
| Member ID card prefixes | WNH | Medicaid Managed Care |
| | WNB | Child Health Plus |
| Grievances and Medical Appeals | Mail: Medical Appeals P.O. Box 62429 Virginia Beach, VA 23466-2429 | |
| | Fax (expedited appeals): 844-759-5954 | |

| Service | Phone/Fax/URL |
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| Payment Disputes | Mail: Payment Disputes P.O. Box 61599 Virginia Beach, VA 23466 -1599 |
| | Online: File a payment appeal at Availity.com > Claims & Payments > Claim Status , then submit an inquiry for the claim. Once you have found the claim, select Dispute Claim . |

<https://providerpublic.mybcbswny.com>

Highmark Blue Cross Blue Shield of Western New York partners with Amerigroup companies to administer certain services to Medicaid Managed Care (MMC) and Child Health Plus (CHPlus) members. Please note, this information is specific to the MMC and CHPlus programs only.

Amerigroup Partnership Plan, LLC provides management services for Highmark Blue Cross Blue Shield of Western New York's managed Medicaid. Amerigroup Partnership Plan, LLC brinda servicios administrativos para Medicaid administrado de Highmark Blue Cross Blue Shield of Western New York. Highmark Blue Cross Blue Shield of Western New York is a trade name of Highmark Western and Northeastern New York Inc., an independent licensee of the Blue Cross Blue Shield Association. Highmark Blue Cross Blue Shield of Western New York es un nombre comercial de Highmark Western y Northeastern New York Inc., un licenciatario independiente de Blue Cross Blue Shield Association.

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