

Provider Update Quick Reference Card

Service:	Phone:
Provider and Member Services	866-231-0847
Behavioral Health Services	
Precertification	
24/7 NurseLine	
Interpreter/Translation Services	
Fraud, Waste, and Abuse	
Pharmacy Services	
Service:	Phone/website/address:
Provider website	https://providerpublic.mybcbswny.com
Availity* Client Services	800-282-4548
Availity Portal – Electronic Claims Submission and ERA	https://availity.com
Electronic Payment Enrollment (EFT)	https://enrollsafe.payeehub.org
Paper claims	New York Claims P.O. Box 62509 Virginia Beach, VA 23466-2509
Grievances and Medical Appeals	Medical Appeals P.O. Box 62429 Virginia Beach, VA 23466-2429 Fax an expedited appeal to 844-759-5954
Payment Disputes	Payment Disputes P.O. Box 61599 Virginia Beach, VA 23466-1599 Or file a payment appeal at https://availity.com > Claims & Payments > Claim Status, then submit an inquiry for the claim. Once you have found the claim, select Dispute Claim .

Service:	Phone/website/address:
Medical Answering Services, LLC* (MAS) nonemergent transportation	https://medanswering.com
Allegany County	866-271-0564
Cattaraugus County	866-371-4751
Chautauqua County	855-733-9405
Erie County	800-651-7040
Genesee County	855-733-9404
Niagara County	866-753-4430
Orleans County	866-260-2305
Wyoming County	855-733-9403
Member ID card prefixes:	
WNH	Medicaid Managed Care
WNB	Child Health Plus

<https://providerpublic.mybcbswny.com>

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