



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: 1-866-231-0847
Pharmacy services	
Child Health Plus (CHPlus) members only	Phone: 1-833-232-1713
Medicaid Managed Care (MMC) members (NYRx program)	Phone: 1-855-648-1909
NYRx retail pharmacy (MMC members)	Phone: 1-877-309-9493
Retail pharmacy fax (CHPlus members)	Fax: 1-844-490-4877
Medical injectable fax (MMC and CHPlus members)	Fax: 1-844-493-9206
Provider Relations	Fax: 1-844-831-6603
Provider website	URL: providerpublic.mybcbswny.com

Service	Phone/Fax/URL
Availity Client services	Phone: 1-800-282-4548
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: 1-800-651-7040
Orleans county	Phone: 1-866-932-7740

Service	Phone/Fax/URL	
Member ID card prefixes	WNB	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): 1-844-759-5954	

Service	Phone/Fax/URL
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 (Highmark BCBS) partners with Wellpoint companies to administer certain services to Medicaid Managed Care (MMC), Health and Recovery Plan (HARP), Child Health Plus (CHPlus), and Essential Plan members. Please note, this information is specific to the MMC, HARP, CHPlus, and Essential Plan program(s) only.

Wellpoint Partnership Plan, LLC provides management services for Highmark Blue Cross Blue Shield's managed Medicaid.

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