



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	Phone: 833-232-1713
Retail pharmacy	Fax: 844-490-4877
Medical injectable	Fax: 844-493-9206
Provider Relations	Fax: 844-831-6603
Provider website	URL: https:// providerpublic. mybcbswny.com
Availity Client Services	Phone: 800-282-4548
Availity Portal*	URL: availity.com
Electronic Payment Enrollment – EFT	URL: enrollsafe. payeehub.org
Electronic Claims Submission & ERA	URL: availity.com

Service	Phone/Fax/URL
Paper claims	Mail: New York Claims P.O. Box 62509 Virginia Beach, VA 23466
Medical Answering Services, LLC (MAS) nonemergent transportation	URL: medanswering.com
Allegany county	Phone: 866-271-0564
Cattaraugus county	Phone: 866-371-4751
Chautauqua county	Phone: 855-733-9405
Erie county	Phone: 800-651-7040
Genesee county	Phone: 855-733-9404
Niagara county	Phone: 866-753-4430
Orleans county	Phone: 866-260-2305
Wyoming county	Phone: 855-733-9403

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	
	Fax (expedited appeals): 844-759-5954	

Service	Phone/Fax/URL
Payment Disputes	Mail: Payment Disputes P.O. Box 61599 Virginia Beach, VA 23466
	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.

The Blue Cross®, Blue Shield®, Cross, and Shield Symbols are registered service marks of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. Availity, LLC is an independent company providing administrative support services on behalf of Highmark Blue Cross Blue Shield of Western New York. Medical Answering Services, Availity, LLC is an independent company providing telephone answering services on behalf of Highmark Blue Cross Blue Shield of Western New York.