LOUISIANA BLUE

Blue adVantage (HMO) | Blue adVantage (PPO)

The purpose of this guide is to help Blue Advantage network providers reach the appropriate areas of service for our Blue Advantage (HMO) and Blue Advantage (PPO) members.

2027 Provider Quick Reference Guide

Service	Contact Information
Blue Advantage Customer Service	For inquiries that cannot be addressed through iLinkBlue (www.lablue.com/ilinkblue), you may contact Blue Advantage Customer Support at: **phone:** 1-866-508-7145 **fax:** 1-877-528-5820 **email:** customerservice@blueadvantagela.com **mail:** Louisiana Blue Medicare Advantage P.O. Box 98004 Baton Rouge, LA 70898-9004
Blue Advantage Provider Directory	For a list of providers in Louisiana Blue's Blue Advantage network, use Blue Advantage's Provider Directory. It is available online at https://blueadvantage.lablue.com >Find a Doctor or Drug.
Authorizations (including Part B Drugs) • **Utilization Management Programs** • **Inpatient** • **Outpatient** • **Behavioral Health** • **Home Health** **1-866-508-7145 choose option 3, then option 3**	Blue Advantage requires providers to submit prior authorization requests, including new requests and extensions, through our online Louisiana Blue Authorizations application or by fax. To request prior authorization for services, providers may use Louisiana Blue's authorizations application that is available on iLinkBlue (www.lablue.com/ilinkblue) or fax completed Blue Advantage authorization request forms to our authorizations department. Exceptions include transplants, dental services covered under medical, and most out-of-state services. **Utilization Management Programs:** Utilization Management Programs Use the Carelon application for our high-tech imaging, cardiology, genetic testing, musculoskeletal (MSK) and radiation therapy for oncology programs. This is the Carelon MBM Provider Portal which is available under the "Authorizations" section of iLinkBlue (www.lablue.com/ilinkblue).

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Service	Contact Information
Authorizations (continued) Note: Services and related procedure codes subject to Blue Advantage medical policies require prior authorization before services are rendered.	For our Utilization Management programs: **Phone:**1-866-455-8416 **Fax by Program:** • High Tech Imaging & Cardiology: 1-800-610-0050 • Cardiology: 1-800-610-0050 • Radiation Therapy for Oncology: 1-888-222-7130 • Genetic Testing: 1-844-425-3736 • MSK (musculoskeletal): 1-844-425-3738 **Inpatient Services:** Submit completed requests electronically through iLinkBlue using the Louisiana Blue Authorizations application or download the Inpatient Authorization Request Form from our Provider Page at www.lablue.com/providers >Blue Advantage Resources >Forms. Fax the completed form to the Blue Advantage Authorizations Department: **fax:** 1-877-528-5818 *(please include all supporting clinical information)* **Outpatient Services:** Submit completed requests electronically through iLinkBlue using the Louisiana Blue Authorizations application or download the Outpatient Authorization Request Form from our Provider Page at www.lablue.com/providers >Blue Advantage Resources >Forms. Fax the completed form to the Blue Advantage Authorizations Department: **fax:** 1-877-528-5816 *(please include all supporting clinical information)* **Medical Drugs:** For Medical Benefit Drug Authorizations: • Targeted Medications – Care Continuum at 1- 888-278-9749 • Non-targeted Medications – Blue Advantage at 1-866-508-7145 choose option 3, then option 3 **Behavioral Health Services:** Submit completed requests electronically through iLinkBlue using the Louisiana Blue Authorizations application or download the Behavioral Health Authorization Request Form from our Provider Page at www.lablue.com/providers >Blue Advantage Resources >Forms. Fax the completed form to the Blue Advantage Authorizations Department: **fax:** (318) 812-6249 *(please include all supporting clinical information)*

Service	Contact Information
	Home Health Services: Submit completed requests electronically through iLinkBlue using the Louisiana Blue Authorizations application or download the Home Health Authorization Request Form from our Provider Page at www.lablue.com/providers >Blue Advantage Resources >Forms. Fax the completed form to the Blue Advantage Authorizations Department: **fax:** (318) 812-6265 *(please submit all supporting clinical information)*
Case Management	For assistance with case management, contact the Blue Advantage Case Management Department at: **phone:** 1-866-508-7145, option 3 **fax:** (318) 812-6250
Compliance/ **Fraud, Waste and Abuse**	To learn more about Blue Advantage's program, code of conduct and the provider's responsibility relative to the Compliance Program, including required training; reporting any suspected or actual violation of regulations, laws, policies or procedures. Visit the Blue Advantage website at https://blueadvantage.lablue.com >Compliance >Report Fraud, Waste & Abuse for additional information. **Compliance and Ethics Hotline:** **phone:** 1-800-973-7707 **fax:** (225) 295-2599 **email:** compliance.office@lablue.com **mail:** Blue Advantage Compliance P.O. Box 84656 Baton Rouge, LA 70884-4656 **Fraud, Waste and Abuse Hotline:** **phone:** 1-800-392-9249 **fax:** (225) 295-2518 **email:** blueadvantageFWA@lablue.com **fraud form:** https://blueadvantage.lablue.com/home/reportfwa
Dental	Blue Advantage members use United Concordia (UCD) for preventive and comprehensive dental coverage. Providers must be contracted directly with UCD to be in-network for members: **phone:** 1-866-445-5825 **mail:** (*claims* address)

Service	Contact Information
	United Concordia P.O. Box 69441 Harrisburg, PA 17106-9420
EDI Services	Claims may be submitted electronically to Blue Advantage directly from your office or through an approved clearinghouse. For more information about filing claims electronically and/or approved clearinghouse locations, please contact our EDI Customer Operations: **email:** EDIservices@lablue.com **phone:** 1-800-716-2299, option 3
Fitness Program	With SilverSneakers®, you get more than just a no-cost gym membership. You also get: • Access to nationwide fitness locations* • SilverSneakers LIVE online classes • 200+ On-Demand workout videos • SilverSneakers GO mobile app • Community classes in neighborhood locations • Online fitness and nutrition tips *Participating locations vary. See plan details for more info. Participating locations (PL) are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities are limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL. Inclusion of specific PLs is not guaranteed and PL participation may differ by health plan. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location. SilverSneakers is a registered trademark of Tivity Health, Inc. SilverSneakers is an independent company that administers fitness benefits for Blue Cross and Blue Shield of Louisiana. **SilverSneakers**: **website:** SilverSneakers.com/StartHere **phone:** 1-888-423-4632 (TTY:711) **hours:** Monday-Friday 8 a.m. – 8 p.m. ET

Service	Contact Information
Hearing	Blue Advantage offers special pricing on high-quality prescription hearing aids from top manufacturers through TruHearing®. Contact TruHearing via: **phone:** 1-833-723-2280 (TTY:711) **hours:** Monday-Friday 8 a.m. – 8 p.m.
iLinkBlue	Through iLinkBlue, you can research member eligibility and benefit verification, as well as claims status options, prior authorization services and more. **Registration**: Registration requires two separate security access setups. 1. You must first have access to iLinkBlue (www.lablue.com/ilinkblue). Refer to the PIM Team section of this guide for more information. 2. If you do not have access to iLinkBlue, you must register an administrative representative to manage user access. To access the administrative representative documents: o For the iLinkBlue packet, visit www.lablue.com/providers >Electronic Services >Learn About iLinkBlue. o For more on registering an administrative representative, visit www.lablue.com/providers >Designate Your Rep. For technical questions relating to registration or login access, please refer to the EDI section of this guide.
Pharmacy (for Part D Prescriptions)	Submit Part D Drug Coverage Determination and Appeal requests to Express Scripts, Inc. (ESI). **phone:** 1-800-935-6103/TTY:711 **fax:** 1-877-251-5896 **mail:** ESI – Attn: Medicare Reviews P.O. Box 66571 St. Louis, MO 63166-6571 **websites:** www.covermymeds.com www.express-path.com Blue Advantage members with Part D use the Express Scripts, Inc. pharmacy network. For a comprehensive list of participating pharmacies, use the provider/pharmacy directory at https://blueadvantage.lablue.com >Find a Doctor or Drug.
Provider Contracting	For questions on how to join the Blue Advantage provider networks: **email:** provider.contracting@lablue.com **phone:** 1-800-716-2299, option 1

Service	Contact Information
Provider Credentialing & Data Management	Credentialing packets and criteria are available on our Provider page at www.lablue.com/providers >Provider Networks >Join Our Networks. To change your address, phone number, Tax ID number, etc., please visit www.lablue.com/providers, choose "Resources," then "Forms." Select a link based on the type of change you are making to access the applicable update form. For more information on our credentialing and data management process, including frequently asked questions, visit www.lablue.com/providers, choose "Network Enrollment," then "Join Our Networks," and select "Professional Providers" or "Hospitals and Facilities." For PCDM status: **email:** PCDMstatus@lablue.com **phone:** 1-800-716-2299, option 2, option 1 For recredentialing: **email:** recredentialing@lablue.com **phone:** 1-800-716-2299, option 2, option 2
Provider Disputes	Participating provider claims disputes can be submitted electronically using an online provider dispute form accessed through iLinkBlue (www.lablue.com/ilinkblue). You will have an option to open the electronic dispute form when viewing a claim on iLinkBlue. To view processed claims in iLinkBlue, go to the Claims menu option. Then select "Claims Status Search" and use the Paid/Rejected tab to search for a claim.
Provider Identity Management Team (PIM)	PIM is a dedicated team that helps establish and manage system access to our secure electronic services, including the setup process for administrative representatives. **email:** PIMteam@lablue.com **phone:** 1-800-716-2299, option 5
Provider Relations	Provider Relations representatives assist network providers with detailed and complex issues that have not been resolved through the iLinkBlue Provider Portal or by Customer Service. **email:** provider.relations@lablue.com
Reference Laboratories	For a list of participating laboratory providers, use Blue Advantage's Provider Directory located at https://blueadvantage.lablue.com >Find a Doctor or Drug.

Service	Contact Information
Vision	Louisiana Blue directly processes vision claims for routine eye care and vision services coverage. Vision providers should use the standard claims filing process for these claims. For Non-Medicare Covered Eyewear, member allowances loaded onto the Blue Advantage Flex Card should be used for payments. Claims should not be submitted directly to Louisiana Blue.
Who Do I Contact if I Have Questions?	For claims status, member eligibility, benefit verification and care management questions that cannot be addressed through iLinkBlue, Blue Advantage network providers may contact Blue Advantage Customer Service at 1-866-508-7145.

Prior Authorization is required for services on or after Jan. 1, 2027:

Office visits do not require authorization. However, some services rendered during an office visit may require an authorization. Services and associated procedure codes that are subject to Blue Advantage medical policies require prior authorization, including services with an applicable medical policy rendered during an observation stay.

Behavioral Health

- Mental Health and Substance Abuse Inpatient Treatment*
- Intensive Outpatient Program (IOP)
- Partial Hospital Program (PHP)

Cardiology

- Arterial Ultrasound**
- Coronary Arteriography**
- Percutaneous Coronary Interventions such as Coronary Stents and Balloon Angioplasty**
- Resting Transthoracic Echocardiography**
- Stress Echocardiography**
- Transesophageal Echocardiography**
- Cardiac Resynchronization Therapy**
- Implantable Cardioverter Defibrillators**
- Permanent Implantable Pacemakers**
- Wearable Cardioverter**
- Peripheral Revascularization**
- Cardiac Rhythm Monitors**

Durable Medical Equipment

- All DME, with the exception of DME provided in an office setting that is less than $300. This includes Insulin Pumps, Continuous Glucose Monitors and supplies.
- CPAP supplies
- Canes, Walkers, Bedside Commode

High-tech Radiology

- CT Scans**
- MRI/MRA**
- Nuclear Cardiology**
- PET Scans**

Home Health Services

- All Home Health Services

Hospitalizations: Acute Inpatient *(authorization required within 24-hours)*

- Inpatient Rehabilitation
- LTAC
- Skilled Nursing (SNF)
- Elective Hospitalization

Pain Management

- Implanted and External Infusion Pumps
- Interventional Spine Pain Management**

Radiation Oncology

- Radiation Therapy for Oncology**

Surgical Procedures

- Arthroscopy and Open Procedures (shoulder & knee)**
- Bariatric Procedures
- Blepharoplasty/Eyelid Ptosis Repair/Brow Lift
- Breast Reduction/Reconstruction/Augmentation/ Mastectomy for Gynecomastia
- Carotid/Vertebral Artery Surgery
- Deep Brain Stimulators
- Facial Ostectomy Genioplasty, Orthognathic Surgery, Maxillofacial Surgery
- Hip Arthroscopy**
- Joint Replacement (hip, knee & shoulder)**
- Joint Surgery (small joints such as ankle, wrist, finger)
- Meniscal Allograft Transplantation of the Knee**
- MOHS Procedures
- Nasal/Sinus Endoscopy
- Nasal Reconstruction/Rhinoplasty
- Otoplasty
- Panniculectomy/Abdominoplasty
- Spine Surgery**
- Treatment of Osteochondral Defects**
- Uvulopalatopharyngoplasty (UPPP)
- Vein Ablation, Ligation, Stripping or Sclerotherapy

Transplants (Organ and Stem Cell)

- All Organ and Stem Cell Transplants
- Artificial Hearts and Related Devices
- Left Ventricular Assist Devices (LVAD)

Wound Care Services

- Wound Care Services, including Supplies, DME and Bio-engineered Skin Substitutes

Other

- Aqua Therapy
- Bone Anchored Hearing Device/Cochlear Implant
- Cardiac and Pulmonary Outpatient Rehab
- Emerging Technology (including all CPT® codes ending in "T"), Investigational/Experimental Procedures and Treatment, and Unlisted/Unclassified Procedure Codes
- Genetic and Molecular Testing**
- Hyperbaric Oxygen
- Infertility Treatments
- Interstim/Peripheral Tibial Nerve Stimulation
- Medical Benefit Drugs (select drugs, please visit the Provider Portal for a complete listing of targeted drugs)
- Out of Network Services*
- Services Subject to Blue Advantage Medical Policy

*For HMO members, prior authorization is required for all services performed by out of network providers. For PPO members, authorization is required for out of network services that require authorization according to their benefit plan.

**High-tech imaging & utilization management program services are authorized through the Carelon MBM Provider Portal by clicking the "Carelon Authorizations" link.