

Magellan Quick Reference Guide for Participating Providers Servicing Capital BlueCross (CBC) Plans

Online Informational Sources:

Get answers to many frequently asked questions online.

Go to www.MagellanHealth.com/provider.

**You have access to many resources/tools
including:**

- Magellan Provider Handbook
- Medical Necessity Criteria
- Clinical Guidelines
- Credentialing Criteria
- Claims Tools
- Treatment Request Forms
- Sample PCP Communication Forms
- Update Your Practice Information
- Check Authorization and Claims Status
- Magellan Provider Newsletter, *Provider Focus*.

Provider Inquiry Resources:

Call the general 800 numbers listed in this **Quick Reference Guide** for claims and authorization questions.

Call the Magellan **National Provider Services Line** at **(800) 788-4005** for general inquiries, including credentialing and network status.

Call your local Magellan **Provider Relations Representative** at **(800) 866-4108**.



Quick Reference Guide for Participating Providers Servicing Capital BlueCross Plans

Behavioral Health Services
Managed by
Magellan Behavioral Health
Southeast Care Management Center
P.O. Box 1619
Alpharetta, GA 30009

Magellan Quick Reference Guide for Participating Providers with Capital BlueCross Plans

➤ For the following plans:

- *Capital BlueCross PPO
- +Capital BlueCross POS
- *Capital BlueCross Indemnity products
(Traditional and Comprehensive)

Benefits and Eligibility Number:

(800) 962-2242

Fax Number for Treatment Request Form (TRF) Submission:

(800) 501-0185

Authorization Number:

(866) 322-1657

Claims Number and Address:

(800) 962-2242

Capital BlueCross
PO Box 779503
Harrisburg, PA 17177-9503

Appeals Addresses:

Provider Appeals:
Capital Advantage Insurance Co.
c/o Capital BlueCross
PO Box 779518
Harrisburg, PA 17177-9518

Member Appeals:

Capital BlueCross
Attn: Member Appeals
2500 Elmerston Avenue
Harrisburg, PA 17177

***Generally authorization is not required for outpatient services however there are employer group exceptions so please verify when getting benefits / eligibility**

+Pre-authorization is required for outpatient services

➤ For the following plans:

- +SeniorBlue (HMO)
- *SeniorBlue PPO

Benefits, Eligibility, and Authorization Number:

(800) 216-9748

TTD: (877) 342-6815

Fax Number for TRF Submission:

(800) 501-0185

Claims Address:

Magellan Health Services
PO Box 1238
Maryland Heights, MO 63043

Appeals Address:

Member appeals are managed by Capital BlueCross through this address:

Capital BlueCross
Attn: Member Appeals
2500 Elmerston Avenue
Harrisburg, PA 17177

Provider Claims Adjustment Address:

Magellan Health Services
Attn: CBC Claims
PO Box 1619
Alpharetta, GA 30009-9930

***No authorization is required for outpatient services**

+Pre-authorization is required for outpatient services

➤ For the following plans:

- +Keystone HMO
- +CHIP HMO

Benefits, Eligibility, and Authorization Number:

(800) 216-9748

TTD: (877) 342-6815

Fax Number for TRF Submission:

(800) 501-0185

Claims Addresses:

Professional Providers (Groups or Individuals):

Magellan Health Services
PO Box 1238
Maryland Heights, MO 63043

Facility Providers:

Capital BlueCross
PO Box 779503
Harrisburg, PA 17177-9503

Appeals Addresses:

Member appeals are managed by Capital BlueCross through this address:

Capital BlueCross
Attn: Member Appeals
2500 Elmerston Avenue
Harrisburg, PA 17177

Facility Providers

Capital BlueCross
PO Box 779518
Harrisburg, PA 17177-9518

Claims Adjustment Address:

Professional Providers (Groups or Individuals):
Magellan Health Services
Attn: CBC Claims
PO Box 1619
Alpharetta, GA 30009-9930

+Pre-authorization is required for outpatient services

Mental Health (MH) and Substance Abuse (SA) Intensive Outpatient (IOP) services require authorization for all plans