



Independence Blue Cross* Quick Reference Guide for participating providers

Health plans	Prefix	Payer information		Emdeon payer information	Paper claim mailing address	Authorizations and eligibility*
		ISA-08	GS-03			
Keystone Health Plan East HMO/POS Keystone 65 HMO/POS (Medicare Advantage)	QCG, QCH, QCI, QCJ, QCK, QCL, YXQ, YXR, YXW, YXZ	54704	95056	837P – SX055 837I – 12X25	Paper Claims Address Claims Receipt Center P.O. Box 211184 Eagan, MN 55121	Authorizations 1-800-688-1911 Verify eligibility and benefits at www.pearprovider.com
Members of the Independence/Highmark Blue Shield Caring Foundation Keystone Health Plan East Children's Health Insurance Program (CHIP)	QCH					Authorizations 1-800-294-0800 Verify eligibility and benefits at www.pearprovider.com
Personal Choice® PPO Personal Choice 65 SM PPO (Medicare Advantage)	WYX, YXF, YXK, YXO, YXP, YXU, YXX, YXY Other Account-specific National PPO Prefixes are also applicable, see Independence website: www.ibx.com/pdfs/providers/claims_and_billing/edi/ibc_professional_payer_id.pdf		54704	837P – SX083 837I – 12X26	Paper Claims Address Claims Receipt Center P.O. Box 211184 Eagan, MN 55121 Claims Adjustment Independence Professional Claims Inquiries P.O. Box 7930 Philadelphia, PA 19101-7930	Authorizations 1-800-688-1911 Verify eligibility and benefits at www.pearprovider.com
Independence Administrators	CCO, DQU, DVK, EPR, EQJ, FJM, FLH, FQM, FYP, GJF, GJJ, GLO, GSN, IBL, IKE, IKF, ITD, IXU, LFZ, LIH, LKO, LUF, MFL, NMD, OBW, OCC, OMI, OPY, OSR, PBX, PRP, PUQ, RFR, SNC, UJX, UPV, VHX, VTS, WDO, WUF, XHQ, YXA, YXB, YXL, YXT, ZFS		TA720	TA720	Paper Claims Address Independence Administrators P.O. Box 21974 Eagan, MN 55121	Authorizations 1-800-778-2119 Verify eligibility and benefits at 1-888-356-7899 www.pearprovider.com
Independence Blue Cross Federal Employee Program (FEP) PPO	"R" followed by 8 numeric characters		54704	837I – 12X26	Facility Providers Claims Only Claims Receipt Center P.O. Box 211184 Eagan, MN 55121	Authorizations 1-800-688-1911 Verify eligibility and benefits at 215-241-4400 (facilities/hospitals only)

*Preauthorization is not needed for most routine outpatient services.

You can access higher levels of care authorization information at www.MagellanProvider.com.



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Resources for providers

You can get answers to many frequently asked questions online at www.MagellanProvider.com (or the sites of Magellan's contracted vendors, as directed). Some of these resources include:

- Magellan provider handbook
- Medical necessity criteria
- Clinical practice guidelines
- Credentialing criteria
- Request member care application
- Claim tools
- Online professional claims submission
- Provider profile updates
- Sample PCP communication forms
- Provider data change form
- Group and facility roster maintenance
- Magellan provider newsletter, *Provider Focus*

Provider inquiries

- Call the general 800 number listed in this **Quick Reference Guide** for claims and authorization questions.
- Call the Magellan national **Provider Services Line** at **1-800-788-4005** for general inquiries, including credentialing and network status.

Independence Blue Cross customer service and up-to-date information

- Call **1-800-ASK-BLUE** or visit www.ibx.com/providers
- Access the Pear Portal® web portal for eligibility/benefits and other required self-service tools at www.pearprovider.com. Pear Portal is a registered trademark of © 2021 Independence Blue Cross.