

Important Contact Information	
Provider Service Center (check claims, member eligibility)	Call 888-566-0008
Member Services Department	<ul style="list-style-type: none"> ▪ Call 888-566-0010 (for MassHealth) ▪ Call 877-492-6967 (Commercial and Qualified Health Plans) ▪ Call 855-833-8125 (for Senior Care Options)
Care Management	Call 866-853-5241
Nurse Advice Line , 24 hours/day, 7 days/week.	<ul style="list-style-type: none"> ▪ Call 800-973-6273 (MassHealth and CarePlus members) ▪ 866-763-4695 (Qualified Health Plan, Connector Care and Employer Choice Direct members) ▪ 844-971-1486 (Senior Care Options members)
Deaf and Hearing Impaired line	Call 711
Web-based Pharmacy services Benefits and Preferred Drug List (PDL), forms and prior authorization process	Visit bmchp.org/pharmacy
BMCHP's Quality Management Department Providers are required to report a serious reportable event or adverse incident related to a BMCHP member..... To report a behavioral health adverse incident.....	Call 617-478-3704 Call 866-444-5155
MassHealth	Visit mass.gov/eohhs

Services Managed by Our Partners		
Partner	Type of Service	Contact Information
EnvisionRx	Outpatient Pharmacy Services Including prescription drug benefits	<ul style="list-style-type: none"> ▪ Call 877-957-1300 ▪ TTY 711 ▪ Mail Order 866-909-5170 ▪ Mail Order TTY 711 ▪ Fax 866-909-5171 ▪ Visit Pharmacy Services at bmchp.org/pharmacy

Beacon Health Strategies, LLC.	Mental Health and Substance Abuse Services Including inpatient hospitalizations and outpatient counseling	<ul style="list-style-type: none"> ▪ Provider line: 866-444-5155 ▪ Contracting and Provider Relations: 781-994-7556 ▪ MassHealth Member line: 888-217-3501 ▪ Commercial and Qualified Health Plan (including ConnectorCare) members call 877-957-5600 ▪ Senior Care Options members call 855-833-8125 ▪ TTY/TDD line at 711 ▪ Visit beaconhealthstrategies.com or bmchp.org
Northwood, Inc. (NW)	Durable Medical Equipment	<ul style="list-style-type: none"> ▪ Call 866-802-6471 ▪ Fax 877-552-6551 ▪ Visit northwoodinc.com ▪ Email provideraffairs@northwoodinc.com ▪ Write to P.O. Box 510, Warren, MI, 48090
eviCore healthcare, Inc. <small>(formerly known as MedSolutions)</small>	Advanced Elective Radiology	<ul style="list-style-type: none"> ▪ Call 888-693-3211 ▪ Fax 888-693-3210 ▪ Visit https://myportal.medsolutions.com
Coordinated Transportation Solutions (CTS)	Non-Emergent Transportation Services	<ul style="list-style-type: none"> ▪ Call the Provider Relations line: 800-492-9923 ▪ Visit ctstransit.com
DentaQuest	Preventive Dental Services	<ul style="list-style-type: none"> ▪ Call Provider Services: 844-234-9829 ▪ Claims/Payment Issues – Fax: 262-241-7379 ▪ Claims to be Processed – Fax: 26-834-3589 ▪ All Other Inquiries – Fax: 262-834-3450 ▪ Claims Questions – Email: denclaims@dentaquest.com ▪ Visit dentaquest.com

Claims, Appeals and Authorizations

Claims Submissions (re: Northwood, VSP, Beacon, see Section 9 of Provider Manual)	
Provider Service Center	Call 888-566-0008
Electronic Claims	<ul style="list-style-type: none"> ▪ Submit through Direct Submission, Emdeon, MedAvant, RelayHealth, The SSI Group, NEHEN or a billing agency. <p>For additional information, refer to our EDI Claims Companion Guide, available at bmchp.org.</p>
Professional Charges, DME or Supplies	<ul style="list-style-type: none"> ▪ 837P transaction or CMS 1500 form. ▪ For claim forms and guidelines visit bmchp.org
Facility Charges	<ul style="list-style-type: none"> ▪ 837I transaction or UB-04 form ▪ For claim forms and guidelines visit bmchp.org

Paper Claim Submissions	Mail to: BMC HealthNet Plan Claims Department PO Box 55282 Boston, MA 02205
Administrative Appeals	
Submit within 90 calendar days following denial, and no later than 180 calendar days from the date of service.	Mail request form and documentation to: BMC HealthNet Plan Attn: Provider Appeals PO Box 55282 Boston, MA 02205
Provider Appeals	
Providers should call the Provider Service department to speak with a representative regarding filing an appeal and to check the status of an appeal.	Mail provider appeals to: BMC HealthNet Plan Attn: Provider Appeals PO Box 55282 Boston, MA 02205
Prior Authorization Information	
Prior Authorization Department	<ul style="list-style-type: none"> ▪ Fax completed forms with supporting documentation to: ▪ Call 888-566-0008 ▪ Fax 617-951-3464
Outpatient Pharmacy Services	Call EnvisionRx at 877-957-1300
Behavioral Health Services	Call Beacon Health Strategies at 866-444-5155
Durable Medical Equipment	Call Northwood, Inc. at 866-802-6471
Radiology (high-end)	Contact eviCore healthcare, Inc. at 888-693-3211 Fax 888-693-3210 Visit medsolutionsonline.com
DentaQuest (SCO only) for dental services	Call 844-234-9829 Fax 262-834-3450 Visit dentaquest.com