### Important Contact Information

<table>
<thead>
<tr>
<th>Section</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Provider Service Center</strong></td>
<td>888-566-0008</td>
</tr>
<tr>
<td>(check claims, member eligibility)</td>
<td></td>
</tr>
<tr>
<td><strong>Member Services Department</strong></td>
<td>888-566-0010 (MassHealth)</td>
</tr>
<tr>
<td></td>
<td>877-492-6967 (Commercial &amp; Qualified Health Plans)</td>
</tr>
<tr>
<td></td>
<td>855-833-8125 (Senior Care Options)</td>
</tr>
<tr>
<td><strong>Care Management</strong></td>
<td>866-853-5241</td>
</tr>
<tr>
<td><strong>Nurse Advice Line</strong>, 24 hours/day, 7 days/week.</td>
<td>800-973-6273 (MassHealth)</td>
</tr>
<tr>
<td></td>
<td>866-763-4695 (Commercial &amp; Qualified Health Plans)</td>
</tr>
<tr>
<td></td>
<td>844-971-1486 (Senior Care Options)</td>
</tr>
<tr>
<td><strong>Deaf and Hearing Impaired line</strong></td>
<td>711</td>
</tr>
<tr>
<td><strong>Web-based Pharmacy services</strong></td>
<td>bmchp.org/pharmacy</td>
</tr>
<tr>
<td>Benefits and Preferred Drug List (PDL), forms and prior authorization process</td>
<td></td>
</tr>
<tr>
<td><strong>BMCHP’s Quality Management Department</strong></td>
<td>617-478-3704</td>
</tr>
<tr>
<td>Providers are required to report a serious reportable event or adverse incident related to a BMCHP member</td>
<td>866-444-5155</td>
</tr>
<tr>
<td>To report a behavioral health adverse incident</td>
<td>mass.gov/eohhs</td>
</tr>
</tbody>
</table>

### Services Managed by Our Partners

<table>
<thead>
<tr>
<th>Partner</th>
<th>Type of Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>EnvisionRx</td>
<td>Outpatient Pharmacy Services Including prescription drug benefits</td>
<td>• Call: 877-957-1300&lt;br&gt;• TTY: 711&lt;br&gt;• Mail Order: 866-909-5170&lt;br&gt;• Mail Order TTY: 711&lt;br&gt;• Fax: 866-909-5171&lt;br&gt;• Visit: Pharmacy Services at bmchp.org/pharmacy</td>
</tr>
</tbody>
</table>
| **Beacon Health Strategies, LLC.** | Mental Health and Substance Abuse Services  
Including inpatient hospitalizations and outpatient counseling | ▪ 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](http://beaconhealthstrategies.com) or [bmchp.org](http://bmchp.org) |
|---|---|---|
| **Northwood, Inc. (NW)** | Durable Medical Equipment | ▪ Call 866-802-6471  
▪ Fax 877-552-6551  
▪ Visit [northwoodinc.com](http://northwoodinc.com)  
▪ Email [provideraffairs@northwoodinc.com](mailto:provideraffairs@northwoodinc.com)  
▪ Write to P.O. Box 510, Warren, MI, 48090 |
| **eviCore healthcare, Inc.**  
(formerly known as MedSolutions) | Advanced Elective Radiology | ▪ Call 888-693-3211  
▪ Fax 888-693-3210  
▪ Visit [https://myportal.medsolutions.com](https://myportal.medsolutions.com) |
| **BMC HealthNet Plan transportation line** | Non-Emergent Transportation Services | ▪ Call: 855-833-8125 (For SCO members only)  
▪ See [Evidence of Coverage](http://Evidence of Coverage) |
| **DentaQuest** | Preventive Dental Services | ▪ 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](mailto:denclaims@dentaquest.com)  
▪ Visit [dentaquest.com](http://dentaquest.com) |

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**Claims, Appeals and Authorizations**

**Claims Submissions** (re: Northwood, VSP, Beacon, see Section 9 of Provider Manual)

<table>
<thead>
<tr>
<th><strong>Provider Service Center</strong></th>
<th>Call 888-566-0008</th>
</tr>
</thead>
</table>

**Electronic Claims**

Submit electronically directly or via one of these clearinghouses:  
▪ Trizetto  
▪ NEHEN (New England Healthcare EDI Network)

**Professional Charges, DME or Supplies**  
▪ 837P transaction or CMS 1500 form.  
▪ For claim forms and guidelines visit [bmchp.org](http://bmchp.org)

**Facility Charges**  
▪ 837I transaction or UB-04 form  
▪ For claim forms and guidelines visit [bmchp.org](http://bmchp.org)
| **Paper Claim Submissions** | **Mail to:**  
| | BMC HealthNet Plan  
| | Claims Department  
| | PO Box 55282  
| | Boston, MA 02205  
| **Administrative Appeals** | **Mail request form and documentation to:**  
| Submit within 90 calendar days following denial, and no later than 180 calendar days from the date of service. | BMC HealthNet Plan  
| | Attn: Provider Appeals  
| | PO Box 55282  
| | Boston, MA 02205  
| **Provider Appeals** | **Mail provider appeals to:**  
| Providers should call the Provider Service department to speak with a representative regarding filing an appeal and to check the status of an appeal. | BMC HealthNet Plan  
| | Attn: Provider Appeals  
| | PO Box 55282  
| | Boston, MA 02205  
| **Prior Authorization Information** |  
| **Prior Authorization Department** | ▪ Submit requests with supporting documentation via our provider portal or fax 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](http://medsolutionsonline.com)  
| | **DentaQuest (SCO only) for dental services** | Call 844-234-9829  
| | | Fax 262-834-3450  
| | | Visit [dentaquest.com](http://dentaquest.com)  