

## WHO TO CONTACT?

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### Toll-Free Phone Numbers, Website and Addresses

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| <b>BCBSNC Website:</b><br><b>bcbsnc.com</b>  | Find a network PROVIDER by location or specialty, get information about top-performing facilities, access PRESCRIPTION DRUG information, and information and news about BCBSNC.  |
| <b>MEMBER Services Website:</b><br><b>mybcbsnc.com</b>   | Use our secure website that reflects your specific benefits and information to verify benefits and eligibility, check claims status, download claim and other forms, manage your account, request new ID CARDS, get helpful wellness information and more.   |
| <b>BCBSNC Customer Service:</b><br>1-877-258-3334<br>8 a.m. - 9 p.m. Monday-Friday, except holidays            | For questions regarding your benefits, claims inquiries, and new ID CARD requests, or to voice a complaint.  |
| <b>PRIOR REVIEW and CERTIFICATION:</b><br>MEMBERS call:<br>1-877-258-3334<br>PROVIDERS call:<br>1-800-672-7897 | Some services require PRIOR REVIEW and CERTIFICATION from BCBSNC before they are considered for coverage. The list of these services may change from time to time. Current information about which services require PRIOR REVIEW can be found online at <b>mybcbsnc.com</b> .  |
| <b>Magellan Behavioral Health:</b><br>1-800-359-2422   | For mental health and substance abuse services, BCBSNC delegates the administration of these benefits to Magellan Behavioral Health, which is not associated with BCBSNC. You must contact Magellan Behavioral Health directly and request PRIOR REVIEW for inpatient and certain outpatient services, except in EMERGENCIES. In the case of an EMERGENCY, please notify Magellan Behavioral Health as soon as possible. |
| <b>Out of North Carolina Care:</b><br>1-800-810-2583   | For help in obtaining care outside of North Carolina or the U.S., call this number or visit <b>bcbs.com</b> .  |
| <b>HealthLine Blue<sup>SM</sup>:</b><br>1-877-477-2424   | Talk to a nurse 24/7 to receive timely information and advice on a number of health-related issues. Nurses are available by phone in both English and Spanish.   |
| <b>Condition Care:</b><br>1-800-260-0091   | Talk to a Condition Care Coach for information about programs and support for managing specific health conditions, such as asthma, diabetes, heart failure, coronary artery disease and COPD.  |

### **Toll-Free Phone Numbers, Website and Addresses** *(cont)*

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| <b>Condition Care Maternity:</b><br>1-855-301-2229  | Speak one-on-one with a specialized maternity nurse for the support you need. The 24/7 BabyLine® can provide information about programs and support for managing your pregnancy. This program may not be available to you. Your group must participate in this program. Please contact your GROUP ADMINISTRATOR to determine if this program is available to you. |
| <b>Healthy Outcomes<br/>Customer Service:</b><br>1-877-719-9004   | Talk with a representative to receive assistance with any technical issues with the website, including navigation and browser compatibility, as well as questions about the Healthy Outcomes program.   |
| <b>Medical Claims Filing:</b><br>BCBSNC<br>Claims Department<br>PO Box 35<br>Durham, NC 27702-0035                  | Mail completed medical claims to this address.  |
| <b>PRESCRIPTION DRUG<br/>Claims Filing:</b><br>Prime Therapeutics<br>Mail Route: BCBSNC<br>Lexington, KY 40512-4501 | Mail completed PRESCRIPTION DRUG claims to this address.  |

### **Value-Added Programs**

Not all plans have access to all value-added programs. These programs are not covered benefits and are outside of your health benefit plan. To see if you are eligible for these programs, talk to your GROUP ADMINISTRATOR. BCBSNC does not accept claims or reimburse for these goods or services, and MEMBERS are responsible for paying all bills. BCBSNC may change or discontinue these programs at any time.

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| <b>Chiropractic Services</b><br>1-877-258-3334<br>8 a.m. - 9 p.m. Monday-Friday,<br>except holidays                              | For information about discounts on chiropractic services and a practitioner directory, call or visit <b>mybcbnsnc.com</b> . |
| <b>TruHearing<sup>SM</sup></b><br>1-877-343-0745<br>1-800-975-2674<br>(TTY toll-free)  | For information about discounts on hearing aids, call or visit <b>mybcbnsnc.com</b> .                                       |
| <b>Blue365<sup>TM</sup></b><br>1-855-511-2583<br>8 a.m. - 6 p.m. Monday-Friday,<br>except holidays                               | Health and wellness information support and services, and special MEMBER savings available 365 days a year.                 |
| <b>Davis Vision<sup>®</sup></b><br>1-888-897-9350<br>8 a.m. - 11 p.m. M-F<br>9 a.m. - 4 p.m. Saturday<br>12 p.m. - 4 p.m. Sunday | For information about discounts on corrective laser eye surgery, call or visit <b>mybcbnsnc.com</b> .                       |