

WHOM DO I CONTACT?

Toll-Free Phone Numbers, Website and Addresses

BCBSNC Website: bcbsnc.com	Find a network PROVIDER by location or specialty, get information about top-performing facilities, access PRESCRIPTION DRUG information, and information and news about BCBSNC.
Member Services Website: mybcbsnc.com	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.
BCBSNC Customer Service: 1-877-258-3334 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.
PRIOR REVIEW and CERTIFICATION: MEMBERS call: 1-877-258-3334 PROVIDERS, call: 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 mybcbsnc.com .
Magellan Behavioral Health: 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.
Out of North Carolina Care 1-800-810-2583	For help in obtaining care outside of North Carolina or the U.S., call this number or visit bcbs.com .
HealthLine BlueSM 1-877-477-2424	To receive answers to your medical questions, support in managing your health, or coaching to meet lifestyle needs, specially trained nurses are available 24/7 to answer these questions and more.
BCBSNC Health Management Programs: 1-800-218-5295	For information about programs and support for managing specific health conditions, such as asthma, diabetes, heart disease, high blood pressure, and more.

Toll-Free Phone Numbers, Website and Addresses (con't)

Medical Claims Filing: BCBSNC Claims Department PO Box 35 Durham, NC 27702-0035	Mail completed medical claims to this address.
PRESCRIPTION DRUG Claims Filing: Medco Health Solutions, Inc. PO Box 14711 Lexington, KY 40512	Mail completed PRESCRIPTION DRUG claims to this address.

Blue ExtrasSM - Value-Added Programs

Not all plans have access to all Blue Extras 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.

Chiropractic Services 1-877-258-3334 8 a.m. - 9 p.m. Monday-Friday, except holidays	For information about discounts on chiropractic services and a practitioner directory, call or visit mybcbnsnc.com .
Audio BlueSM 1-877-979-8000 (vendor network AHAA)	For information about discounts on hearing aids, call or visit mybcbnsnc.com .
Blue PointsSM 1-888-705-7050 8 a.m. - 6 p.m. Monday-Friday, except holidays	For information about our physical activity and wellness incentive program, call or visit mybcbnsnc.com .
Blue PointsSM for Teens 1-888-705-7050 8 a.m. - 6 p.m. Monday-Friday, except holidays	For information about our physical activity and wellness incentive program for teens ages 13-17, call or visit mybcbnsnc.com .
Blue PointsSM for Kids 1-888-705-7050 8 a.m. - 6 p.m. Monday-Friday, except holidays	For information about our physical activity and wellness incentive program for children ages 6-12, call or visit mybcbnsnc.com .
Blue365TM 1-888-705-7050 8 a.m. - 6 p.m. Monday-Friday, except holidays	Health and wellness information support and services, and special member savings available 365 days a year.

WHOM DO I CONTACT? *(cont.)*

Get Fit BlueSM	For information about nutrition and weight management discounts, visit mybcbnsnc.com .
Optic BlueSM 1-888-763-8123 8 a.m. - 6 p.m. Monday-Friday, except holidays	For information about discounts on corrective laser eye surgery, call or visit mybcbnsnc.com .
Vita BlueSM 1-888-234-4123 8 a.m. - 5 p.m. Monday-Friday, except holidays	For information about discounts on vitamins, minerals and herbal supplements, call or visit mybcbnsnc.com .