

Important Contact Information	
Provider Service Center	888-566-0008
Member Services Department	888-566-0010 (MassHealth) 877-492-6967 (Commercial & Qualified Health Plans) 855-833-8125 (Senior Care Options)
Care Management	866-853-5241
Nurse Advice Line, 24 hours/day, 7 days/week.	800-973-6273 (MassHealth) 866-763-4695 (Commercial & Qualified Health Plans) 844-971-1486 (Senior Care Options)
Deaf and Hearing Impaired line	711
Web-Based Pharmacy services Benefits and Preferred Drug List (PDL), forms and prior authorization process	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.....	617-478-3704 866-444-5155
MassHealth	Visit mass.gov/eohhs

Services Managed by Our Partners		
Partner	Type of Service	Contact Information
Express Scripts, Inc.	Outpatient Pharmacy Services Including prescription drug benefits Specialty Pharmacy for certain injectable & biotech drugs	<ul style="list-style-type: none"> ▪ Submit medication coverage requests online via an ePA portal; Surescripts, CoverMyMeds, or ExpressPath ▪ Call: 888-566-0008 ▪ TTY: 711 Visit: our Pharmacy site at bmchp.org/pharmacy Mail Order: Cornerstone Health Solutions Call 1-844-319-7588 or TTY 711 Fax 1-781-805-8221 Visit: CornerstoneMailOrderPharmacy@bmc.org Mail: CornerstoneMailOrderPharmacy@bmc.org 41 Teed Dr. Randolph, MA 02118

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. (formerly known as MedSolutions)	Advanced Elective Radiology	<ul style="list-style-type: none"> ▪ Call 888-693-3211 ▪ Fax 888-693-3210 ▪ Visit https://myportal.medsolutions.com
BMC HealthNet Plan Transportation Line	Non-Emergent Transportation Services	<ul style="list-style-type: none"> ▪ Call: 855-833-8125 (For SCO members only) ▪ See Evidence of Coverage
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	888-566-0008
Electronic Claims	<ul style="list-style-type: none"> ▪ Submit through Trizetto or NEHEN (New England Healthcare EDI Network) For additional information, refer to our EDI Claims Companion Guide. ▪ You may also submit claims via our Provider Portal HealthTrio at bmchp.org
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 Attn: Claims Department PO Box 55282 Boston, MA 02205
Administrative Appeals	
Provider Claim Appeals	
Provider Administrative Claims Appeals For services <i>already</i> rendered to a member. Providers should call the Provider Service department to speak with a representative regarding an appeal that has denied, or to check the status of an appeal that has been submitted.	<ul style="list-style-type: none"> ▪ Submit your Provider Appeals with supporting documentation via our Provider Portal, HealthTrio at www.bmchp.org Mail Claim Review Form, appeal-specific narrative and necessary documentation to: BMC HealthNet Plan Attn: Provider Administrative Claims Appeals PO Box 55282 Boston, MA 02205 Visit Provider Administrative Claims Policy and Provider Manual Section 10 for detailed information.
Member Appeals For services that have <i>not yet occurred</i> -or- For services that have occurred but are <i>non-covered benefits</i> .	Providers may file member appeals on behalf of Member: BMC HealthNet Plan Attn: Member Appeals Department 529 Main Street, Suite 500 Charlestown, MA 02129 Visit online Provider Manual Section 10 for detailed information
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.	<ul style="list-style-type: none"> ▪ Submit your Provider Appeals with supporting documentation via our Provider Portal, HealthTrio at www.bmchp.org ▪ Mail Provider Appeals: BMC HealthNet Plan Attn: Provider Appeals PO Box 55282 Boston, MA 02205 Visit online Provider Manual Section 9 for detailed information
Prior Authorization Information	
Prior Authorization Department	<ul style="list-style-type: none"> ▪ Submit your PA request with supporting documentation via our Provider Portal, HealthTrio at www.bmchp.org ▪ Fax completed forms with supporting documentation to: ▪ Fax 617-951-3464 / Call 888-566-0008
Outpatient Pharmacy Services	Call Express Scripts 888-566-0010 option 4, then 1
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. Visit medsolutionsonline.com 888-693-3211 Fax 888-693-3210
DentaQuest (SCO only) for dental services	Visit dentaquest.com Call 844-234-9829 / Fax 262-834-3450