

PROVIDER QUICK POINTS

PROVIDER INFORMATION



May 23, 2017

Provider Services Extended Hours and Callback Technology

To better serve providers, Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) has extended the provider service hours of operations effective immediately.

Representatives are available to assist providers Monday through Friday 7:00 am until 6:00 pm.

If applicable, have your provider number or NPI, the subscriber's identification number, account number and claim number ready when calling.

In addition, Availity provides self-serve resources 24 hours a day, 7 days a week (except for scheduled maintenance times) to search subscriber eligibility and benefits, claims, and remittances. Providers can register at **Availity.com** for free portal access.

Blue Cross recently implemented callback technology, which allows Provider's to hold their spot in queue if we are experiencing longer than normal wait times. Providers may choose to hold for the next available representative, or automatically receive a call back to the Provider's preferred telephone number.

Provider Service telephone numbers listed below are for the providers' use only. Please refer subscribers to the customer service telephone number found on the back of their subscriber ID card for assistance.

Provider Services phone numbers are **(651) 662-5200, 1-800-262-0820 and 1-888-420-2227.**