



Key Contact Information

The Provider Manual is a reference for contracted providers to use while working with BCBSIL. Providers who have questions may refer to the following chart for a listing of additional resources and related information, such as important telephone and fax numbers.

Blue Cross Community Health PlansSM (BCCHPSM) Information		
Department	Telephone Number	Fax Number
Provider Network Services	877-860-2837	855-297-7280
Customer Services and Eligibility Verification	877-860-2837	855-297-7280
Medical Management including prior authorization requests, care management and discharge planning.	877-860-2837	312-233-4060
Inpatient Admissions	877-860-2837	
Pharmacy prior authorization	877-860-2837	855-297-7280
Pharmacy Help Desk	855-457-0173	
TTY number for the Hearing Impaired	711	711
Language Interpreter Services including sign language and special services for the hearing impaired	877-860-2837	855-297-7280
Dental Care	888-291-3763	855-674-9192
Vision Care	888-715-6716	800-328-4788
Transportation Provider	844-544-1394	888-513-1610
Behavioral Health	877-860-2837	Utilization Management 312-233-4099
Adult and Children's Mental Health Crisis Hotline	CARES Hotline 800 345-9049 TTY(Toll Free) 866-794-0374	
Member Medical Appeals and Grievances Blue Cross Community Health Plans Appeals & Grievances P.O. Box 27838, Albuquerque, NM 87125-9705	877-860-2837	866-642-7069 Expedited Appeals: 800-338-2227
Claims Submission Blue Cross Community Health Plans P.O. Box 3418 c/o Provider Services Scranton, PA. 18505	877-860-2837	855-297-7280
Electronic Claims Submission Facility and Professional claims – Payer ID: MCDIL	877-860-2837	855-297-7280
Provider Claims Dispute	877-860-2837	Dispute: 855-322-0717 Claims Inquiry: 855-756-8727
Provider Service Authorization Dispute Resolution Request		312-653-9443
Compliance Reporting		
Fraud, Waste, and Abuse Reporting	800-543-0867	
Department of Public Health	800-252-4343	
Illinois Office of Inspector General	800-368-1463	
Elder Abuse Hotline	866-800-1409	

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