

# Provider Quick Reference Guide

Products / ID Card Prefixes	Provider Service Phone #	Where to Send Claims	Where to Send Correspondence
<b>BlueChoice</b> —XIK, XIR, XIB, QXG, QXA, XIE, JHZ, XWZ, XIG, QXK <b>BluePreferred</b> —XIL, XWV, JHJ, XII, JHI, XIQ, QXM, XIY, XIU <b>HealthyBlue</b> —JHG, QXF, JHA, JHC, QXB, QXE, XIF, JHD, JHE, QXD, JHH, QXI, QXL, QXU, QXR, QXS, QXT, QXC, QXH <b>Indemnity</b> —XIJ, XWY <b>Blue High Performance Network<sup>SM</sup> (BlueHPN<sup>SM</sup>)</b>	800-842-5975	Mail Administrator P.O. Box 14116 Lexington, KY 40512	Mail Administrator P.O. Box 14114 Lexington, KY 40512
<b>The National Account Service Company (NASCO)</b> All prefixes are unique. CareFirst IDs have plan codes 080/580 and 190/690.	877-228-7268	Mail Administrator P.O. Box 14115 Lexington, KY 40512	Mail Administrator P.O. Box 14114 Lexington, KY 40512
<b>Federal Employee Program (FEP)</b> R prefix	<b>DC/Metropolitan Area</b> 202-488-4900 <b>MD</b> 800-854-5256	<b>DC/Metropolitan Area</b> Mail Administrator P.O. Box 14113 Lexington, KY 40512 <b>MD</b> Mail Administrator P.O. Box 14113 Lexington, KY 40512	<b>DC/Metropolitan Area</b> Mail Administrator P.O. Box 14112 Lexington, KY 40512 <b>MD</b> Mail Administrator P.O. Box 14111 Lexington, KY 40512
<b>BlueCard</b> Prefixes are unique	<b>Eligibility</b> 800-676-2583 <b>Out-of-area claims</b> 877-228-7268	<b>Send claims to your local plan:</b> Mail Administrator P.O. Box 14116 Lexington, KY 40512	Mail Administrator P.O. Box 14114 Lexington, KY 40512
<b>Medicare Advantage</b> —MAC, EGE CareFirst IDs have plan code 193.	855-290-5744 Fax: 410-605-2566	CareFirst BlueCross BlueShield Medicare Advantage P.O. Box 4495 Scranton, PA 18505	CareFirst BlueCross BlueShield Medicare Advantage P.O. Box 3236 Scranton, PA 18505

Resources	Contact Information and Phone #	Link to Website	
General Assistance	CareFirst Help Desk: 877-526-8390		
Behavioral Health	CareFirst: 800-245-7013		
Credentialing	<b>Professional</b> Mail Administrator P.O. Box 14763 Lexington, KY 40512 Phone: 877-269-9593 or 410-872-3500 Fax: 410-872-4107	<b>Institutional/Ancillary</b> CareFirst BlueCross BlueShield 10455 Mill Run Circle Mail Stop CG-51 Owings Mills, MD 21117 Phone: 410-872-3526 Fax: 410-505-2765	<a href="https://carefirst.com/credentialing">carefirst.com/credentialing</a>

Resources	Contact Information and Phone #		Link to Website
Pre-cert/Pre-auth	Medical: 866-773-2884 CVS Pharmacy: 855-582-2038	CVS Specialty Pharmacy: 888-877-0518	<a href="https://carefirst.com/preauth">carefirst.com/preauth</a>
Pharmacy	CVS Caremark: 800-241-3371		<a href="https://carefirst.com/rx">carefirst.com/rx</a>
Lab	LabCorp:** 1-888-LabCorp (522-2677) Quest Diagnostics: 866-697-8378 ( <i>available to PPO members only</i> ) **Note: BlueChoice members must use LabCorp.		<a href="https://labcorp.com">labcorp.com</a> <a href="https://questdiagnostics.com">questdiagnostics.com</a>

Resource	Area	Contact Phone #	
Other Party Liability	CareFirst (Small/Medium Group and Consumer Direct)	866-285-2611	
Large Group, Consumer Directed Healthcare (CDH), Administrative Services Only (ASO)	NASCO (Large Groups, CDH, ASO/self-insured)	877-228-7268	
	Workers Compensation/Subrogation	443-471-5589 or 443-471-5585	
	FEP Workers Compensation/ Subrogation	800-854-5256	
	FEP Coordination of Benefits (COB)	<b>DC</b>	<b>MD</b>
		202-680-7773	410-998-6845
		202-680-7777	410-998-6835
		202-680-7778	410-998-6840
		202-680-7779	410-998-6841

For additional online resources, view our Provider Link List, available at [carefirst.com/providermanualsandguides](https://carefirst.com/providermanualsandguides).