



BlueCross BlueShield
of Alabama

Behavioral Health Contacts Guide

When you have questions,
we have answers.

Start with Lucet, which offers resources to help your practice's daily business.

We collaborate with Lucet to enroll and contract with providers, manage behavioral health networks, oversee precertification and case management, and support the physicians and advanced practice providers who deliver behavioral healthcare to our members. Lucet also offers the following services:

- Provider customer service
- Member/patient customer service (in some cases)
- Clinical guidance
- Credentialing and recertification support (applications, status changes, new locations and provider information updates)

Note: Nurse practitioners must choose their network based on the collaborative physician's specialty and cannot apply to both behavioral and medical networks.

▶ **1-855-339-8558**

Authorizations and Referrals

WebPass is an online service from Lucet that allows providers and office staff to request authorizations (including ECT).

▶ **1-855-339-8553**

To request access to WebPass:

Email PRWebpass@lucethealth.com with your name, email address and Tax ID number.

Provider Customer Service

Contact Provider Customer Service for information and answers not available through eligibility and benefits, such as details on claims, referrals or coordination of benefits.

▶ **1-877-231-7239**

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ProviderAccess

Always make *ProviderAccess* your primary source for answers. Log in for easy access to details about:

- Coding and documentation resources
- eClaims and remittances
- Eligibility and benefits
- Enrollment and credentialing
- Medical policies
- Pre-service review

▶ AlabamaBlue.com/Providers

Provider Engagement and Support

- Claim's questions that remain unresolved after contacting Customer Service, contact:
 - ▶ **1-877-231-7239** ▶ Ask-PSC@bcbsal.org
- Hospital network or program questions, contact:
 - ▶ **1-866-904-4130** ▶ HospitalNetwork@bcbsal.org
- EDI questions including audit report rejections, file transmission issues, *ProviderAccess* problems or claims submission system errors, contact:
 - ▶ **1-205-220-6899** ▶ Ask-HIT@bcbsal.org

Coding Consultant

Our Coding Consultant is available to help you with your coding and documentation questions.

▶ CodingConsultant@bcbsal.org

Lucet

Lucet is an independent company offering behavioral health solutions and services on behalf of Blue Cross and Blue Shield of Alabama. Blue Cross and Blue Shield of Alabama is an independent licensee of the Blue Cross and Blue Shield Association.