

# “We are here”: Provider Relations Account Managers

## Provider and Member Services

- Phone: 833-405-9086

## Demographic changes

- Online: [healthybluemo.com/missouri-provider/resources/forms](https://healthybluemo.com/missouri-provider/resources/forms) under Provider Demographics/Credentialing tab

## Contracting inquiries

- Email: [MOMedicaidNetworkManagement@healthybluemo.com](mailto:MO MedicaidNetworkManagement@healthybluemo.com)

## Precertification/inpatient admissions

- Online: [Availity.com](https://Availity.com)
- Healthy Blue Provider Services: 833-405-9086
- Caelon Medical Benefits Management, Inc.: 855-574-6479
- CMPCN: 877-347-9367
- Behavioral health fax:
  - Inpatient: 844-462-0225
  - Outpatient: 844-462-0226

## EDI Solutions Helpdesk

- Phone: 800-590-5745

## Public provider website

- Online: [provider.healthybluemo.com](https://provider.healthybluemo.com)

## Secure website

- Online: [Availity.com](https://Availity.com)

## Claims submission

- Availity: [Availity.com](https://Availity.com)
- EDI submissions: Healthy Blue payer ID # 00541
- Paper: Healthy Blue Claims  
P.O. Box 61010  
Virginia Beach, VA 23466-1010

Healthy Blue wants to grow and strengthen our relationships with you, our provider partners. We are looking for more ways to keep you in the loop and to work collaboratively with you, as needed, to ensure that you receive the necessary assistance and maintain satisfaction with Healthy Blue. We would be happy to schedule a call with you to discuss any concerns, questions, or needs.

## Have questions?

Did you know that most questions and issues can be resolved by using the Healthy Blue self-service tools? Please use Availity for inquiries like payment disputes, provider data updates, claims status, member eligibility, etc. You can also live chat with a Healthy Blue associate from within the Availity Essentials platform.

For other issues, you can locate your Provider Relations Rep here: [provider.healthybluemo.com/docs/gpp/MO\\_CAID\\_RelationsTerritory.pdf](https://provider.healthybluemo.com/docs/gpp/MO_CAID_RelationsTerritory.pdf). Your Provider Relations Representative will respond – usually within two business days.

Caelon Medical Benefits Management, Inc. is an independent company providing utilization management services on behalf of the health plan.

Healthy Blue is a Medicaid product offered by Missouri Care, Inc., a MO HealthNet Managed Care health plan contracting with the Missouri Department of Social Services. Healthy Blue is administered statewide by Missouri Care, Inc. and administered in the Kansas City service region by Missouri Care, Inc. in cooperation with Blue Cross and Blue Shield of Kansas City. Missouri Care, Inc. and Blue Cross and Blue Shield of Kansas City are both independent licensees of the Blue Cross and Blue Shield Association.