

At Your Service

Horizon Blue Cross Blue Shield of New Jersey representatives are available to help you with your questions or concerns. Please use this easy reference list when you need to contact us.

When you need:	Use the following contact information:
BlueCard® Dedicated Unit	1-888-435-4383
BlueCard/Out-of-state members (eligibility, benefits and prior authorization)	1-800-676-BLUE (2585)
CareCore National, LLC (prior authorization/ medical necessity determinations)	Phone: 1-866-496-6200 Fax: 1-800-637-5204 (for radiology services) 1-888-785-2480 (for cardiology services)
e-Service Desk – e-Business (Online Services inquiries and help)	Provider_Portal@HorizonBlue.com Phone: 1-888-777-5075 Fax: 1-973-274-4553
e-Service Desk – Electronic Data Interchange (EDI) (data feed issues)	HorizonEDI@HorizonBlue.com Phone: 1-888-534-9242 Fax: 1-973-274-4553
National Provider Identifier (NPI) information	www.HorizonBlue.com/NPI
National Provider Identifier (NPI) submission	Fax: 1-973-274-4416
NaviNet®	www.NaviNet.net 1-888-482-8057
Physician profile changes	Provider_Portal@HorizonBlue.com Fax: 1-973-274-4302
Physician services	1-800-624-1110
Prior authorizations	1-800-664-BLUE (2585)

Please see the reverse side for contact information for specific member prefixes. The prefix information provided is confidential. Participating Horizon BCBSNJ physicians and other health care professionals and their office staff agree to use such information only for purposes of identifying health insurance claims/service contact information for Horizon BCBSNJ and/or other Blue Cross and/or Blue Shield Plan patients and not for other purposes and will not divulge any such information to any other party. Any reproduction of this information, in whole or in part, is prohibited without the permission of Horizon BCBSNJ.

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Horizon Blue Cross Blue Shield of New Jersey

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Three Penn Plaza East, Newark, New Jersey 07105

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At Your Service *(continued)*

Please use the chart below to find specific contact information based on member prefixes.

PREFIX OR AREA	SERVICE #	CLAIMS ADDRESS	CLAIM APPEALS	INQUIRY ADDRESS*
YHB, YHC, YHI, YHJ, YHK, YHS, YHU, JGA, JGD, JGG	1-800-624-1110**	PO Box 1609 Newark, NJ 07101-1609	PO Box 10129 Newark, NJ 07101-3129	PO Box 199 Newark, NJ 07101-0199
R, 8-digits and PPO logo Federal Employee Program (including behavioral health claims)	1-800-624-5078	PO Box 656 Newark, NJ 07101-0656	PO Box 656 Newark, NJ 07101-0656	PO Box 656 Newark, NJ 07101-0656
FMA, FMR, NCH, YHF, YHN, HIF, HSG, HWA, HWW and other National Accounts***	1-800-624-4758	PO Box 247 Newark, NJ 07101-0247	PO Box 247 Newark, NJ 07101-0247	PO Box 199 Newark, NJ 07101-0199
AHX, AWW, BBB, DNB, IRA, NVP, NVY, PFZ, WYE and other National Accounts***	1-800-624-1110**	PO Box 1219 Newark, NJ 07101-1219	Addresses vary. Please review your patient's ID card.	PO Box 199 Newark, NJ 07101-0199
MKV, MKY, MWK, MWJ	1-877-663-7258	PO Box 18 Newark, NJ 07101-0018	PO Box 317 Newark, NJ 07101-0317	PO Box 199 Newark, NJ 07101-0199
HSE, NFW, YHD, YHG, YHM, YHP, YHT, YHV and other Point of Service members	1-800-624-1110**	PO Box 820 Newark, NJ 07101-0820	PO Box 10129 Newark, NJ 07101-3129	PO Box 199 Newark, NJ 07101-0199
JGE, JGB, JGH, YHQ, YHX, YKP and other Horizon Direct Access members	1-800-624-1110**	PO Box 1609 Newark, NJ 07101-1609	PO Box 10129 Newark, NJ 07101-3129	PO Box 199 Newark, NJ 07101-0199
YHA NJ State Health Benefits Program (SHBP)	1-800-624-1110**	PO Box 1609 Newark, NJ 07101-1609	PO Box 10129 Newark, NJ 07101-3129	PO Box 199 Newark, NJ 07101-0199
NJX, NJP NJ State Health Benefits Program (SHBP)	1-800-624-1110**	PO Box 820 Newark, NJ 07101-0820	PO Box 10129 Newark, NJ 07101-3129	PO Box 199 Newark, NJ 07101-0199
YHR, YHW Medigap	1-800-624-1110**	PO Box 1184 Newark, NJ 07101-1184	PO Box 10129 Newark, NJ 07101-3129	PO Box 199 Newark, NJ 07101-0199
DEH, DMM, DTP, NGM General Motors/Delphi Auto	1-800-452-9336		PO Box 639 Newark, NJ 07101-0639	
BlueCard (out-of-state) claims BlueCard Service Team	1-888-435-4383		BlueCard Claims PO Box 1301 Neptune, NJ 07754-1301	
Magellan Behavioral Health™	1-800-626-2212	Addresses vary according to product. Please review the behavioral health information on your patient's ID card.		
Chronic Care Program	1-888-333-9617		3 Penn Plaza East, PP-13X Newark, NJ 07105-2200	
Pre-existing Medical Documentation			PO Box 1740 Newark, NJ 07101-1740	
Claim Policy Clinical Appeals			PO Box 220 Newark, NJ 07101-9020	
Claim Policy Code Edit Inquiries			PO Box 681 Newark, NJ 07101-0681	
Claim Policy Clinical Predetermination for PPO and Indemnity Products			PO Box 220 Newark, NJ 07101-9020	
Inpatient Case Management, Complex Case Management and Prior Authorization	1-888-621-5894	Press 1 for Inpatient Case Management; Press 2 for Complex Case Management; Press 3 for Prior Authorization.		

Please do not send medical documentation with your claim if it has not been requested.

* Corrected claim submissions must be accompanied by a completed *Physician/Health Care Professional Inquiry Request/Response Form* (5348).

** 1-800-624-1110 can also be used to access our Interactive Voice Response (IVR) system to create referrals and for service information.

*** Check your patient's ID card to confirm the contact and mailing information for prefixes that are not listed here.