

## Blue Advantage Resource List

<b>AHIP Fraud, Waste and Abuse Certification</b>	<a href="https://www.ahipmedicaretraining.com">https://www.ahipmedicaretraining.com</a>
<b>Blue Advantage Operations Email &amp; Agent Line</b>	<a href="mailto:BlueAdvantageOps@bcbsla.com">BlueAdvantageOps@bcbsla.com</a> Blue Advantage Agent Line: 1-888-223-2583
<b>BlueCare Telehealth, Online Primary Care</b> <i>Available Jan. 1, 2020</i>	<a href="http://www.BlueCareLA.com">www.BlueCareLA.com</a> BlueCare app available for Android or Apple devices
<b>Blue Advantage Online Yearly Training</b>	<a href="https://bcbsla.pinpointglobal.com/Apps/Medicare/Default.aspx">https://bcbsla.pinpointglobal.com/Apps/Medicare/Default.aspx</a>
<b>Commissions</b>	<a href="mailto:commissions@bcbsla.com">commissions@bcbsla.com</a>
<b>Compliance Hotline</b>	1-800-973-7707 <a href="mailto:Compliance.office@bcbsla.com">Compliance.office@bcbsla.com</a>
<b>Enrollment Kits</b>	Go to your Upline or contact the MA Account Manager
<b>Express Scripts Home Delivery</b>	1-800-282-2881 Monday through Friday, 9 a.m. to 7 p.m. Eastern (except office holidays) TTY users: 1-800-282-2881 <a href="http://www.express-scripts.com/get90">www.express-scripts.com/get90</a>
<b>Fax for Enrollment Forms</b>	1-877-553-6152 Fax paper enrollment applications within 24 hours. Use a cover sheet with your name, your client's name and your National Producer Number (NPN), which should also appear on the application.
<b>Formulary</b>	<a href="https://member.blueadvantage.bcbsla.com/public/drug-formulary.aspx">https://member.blueadvantage.bcbsla.com/public/drug-formulary.aspx</a>
<b>Fraud, Waste and Abuse</b>	Kandyce Cowart, Manager, Federal Investigations 225-405-3649
<b>Member Customer Service</b>	1-866-508-7145 (TTY 711) 7 days a week from 8 a.m. – 8 p.m.
<b>National Provider Number Look Up</b>	<a href="http://www.npinumberlookup.org">www.npinumberlookup.org</a>
<b>Over-the-Counter Orders</b> <i>Available Jan. 1, 2020</i>	<a href="http://www.BlueAdvantageOTC.com">www.BlueAdvantageOTC.com</a> 1-866-440-1350, Monday – Friday, 7 a.m. to 10 p.m.
<b>Producer Contracting</b>	<a href="mailto:producercontracting@bcbsla.com">producercontracting@bcbsla.com</a>
<b>Producer Portal Support</b>	1-877-259-8657
<b>Provider Directory</b>	<a href="https://blueadvantage.bcbsla.com/find-a-doctor/">https://blueadvantage.bcbsla.com/find-a-doctor/</a>
<b>Provider Suggestions/Additions</b>	<a href="mailto:BlueAdvantageOps@bcbsla.com">BlueAdvantageOps@bcbsla.com</a>
<b>Sales 800 Number</b>	1-800-232-4967 (TTY 711) 7 days a week from 8 a.m. – 8 p.m.
<b>Silver&amp;Fit</b>	<a href="http://www.silverandfit.com">www.silverandfit.com</a>
<b>Translation &amp; Alternate Format</b>	<a href="mailto:DocumentTranslationServices@bcbsla.com">DocumentTranslationServices@bcbsla.com</a>
<b>Websites</b>	Sales Site: <a href="http://www.bcbsla.com/blueadvantage">www.bcbsla.com/blueadvantage</a> Member Site: <a href="http://www.bcbsla.com/myblueadvantage">www.bcbsla.com/myblueadvantage</a>

### Still Have Questions?

- ✓ Contact your Upline first
- ✓ Then contact your MA Account Manager
- ✓ If you still need help, contact BA Ops at [BlueAdvantageOps@bcbsla.com](mailto:BlueAdvantageOps@bcbsla.com)