

CareFirst BlueCross BlueShield
WHERE TO CALL WITH QUESTIONS
Wicomico County Public Entities Consortium (WCPE)

Services you receive may require some form of pre-treatment approval. If you need assistance in determining if approval is required or if you have any questions concerning benefits, please contact a Service Representative at any of our local offices. Online access offers secure, password-protected Internet access to your health plan information. Create your own account to have access to information on your claims, eligibility, network providers and more. You can also order replacement ID cards, download forms and contact customer service via secure email.

For Questions Concerning:		
Online Access Medical/RX/Dental Claims		www.carefirst.com
Medical Claims	1-800-537-5963 or (410) 581-3695	Mail Out-of Network Claims to: Mail Administrator P.O. Box 14115 Lexington, KY 40512-4115
Salisbury District Office:	8:30 AM to 4:30 PM (410) 742-3274 Salisbury.do@carefirst.com	224 Phillip Morris Drive, Suite 106 Salisbury, Maryland 21804-1962
Easton District Office:	1-800-334-3427 Press 1, Press 3, Press 1 Easton.do@carefirst.com	301 Bay Street, Suite 401 Easton, Maryland 21601
Annapolis District Office:	(410) 268-6488	125 West Street, Suite 303 Annapolis, Maryland 21401
Pharmacy Claims Retail	Argus Health Systems 1-800-241-3371	Mail Out-of Network Claims to: P.O. Box 419019 Kansas City, MO 64141
Pharmacy Mail Order	Walgreens Mail Service 1-800-745-6285	P.O. Box 628001 Orlando, FL 32862-8001
Dental Claims	CareFirst Dental Business Operations 1-866-891-2802	Mail Out-of Network Claims to: Mail Administrator P.O. Box 14115 Lexington, KY 40512-4115
Vision Claims	Davis Vision 1-800-783-5602	Mail Out-of Network Claims to: P.O. Box 1525 Latham, NY 12110
Magellan Behavioral Health For psychiatric or substance abuse treatment certification.	1-800-245-7013	
Utilization Management Inpatient & Outpatient Pre- Authorization	1-866-773-2884	
CareEssentials Disease Management Program	1-800-783-4582	

NOTE: Medical claims must be filed by the end of the year following the year during which the services were rendered. For example, claims for services rendered in 2009 must be filed no later than December 31, 2010. Dental, Pharmacy & Vision claims must be filed no later than one year from the date of service.

To find participating Preferred Providers in Maryland call 1-800-872-5310 or reach us on the World Wide Web at:
<http://www.carefirst.com>

To find participating BlueCard PPO healthcare providers outside of Maryland, Call BlueCard Access at: 1-800-810-BLUE (2583)
 OR Reach us on the World Wide Web at:
 Inside U.S.: <http://www.bcbs.com/coverage/bluecard/bluecard-when-traveling.html>
 Outside U.S.: <http://www.bcbs.com/coverage/bluecard/bluecard-worldwide.html>