



# BLUE CROSS AND BLUE SHIELD OF KANSAS CITY CONTACTS



## MEMBER SERVICES

**(816) 395-2950**

**Hours: Monday – Friday (8:30 a.m. – 4:30 p.m.)**

Member Services is responsible for all functions related to establishing member and group eligibility with BCBSKC, the ongoing maintenance of that membership and billing.

## ENROLLMENT FORMS

Please submit all transmittal forms with enrollment applications for new enrollees, changes for existing enrollees or cancellations to:

Blue Cross and Blue Shield of Kansas City  
Member Services Department  
P.O. Box 419169  
Kansas City, MO 64141-6169

*In order for us to maintain the most up-to-date information on your group, please notify us of new enrollees, changes for existing enrollees or cancellations as they occur.*

## BILLING

**(816) 395-2950**

**Hours: Monday – Friday (8:30 a.m. – 4:30 p.m.)**

For questions about your billing statement, contact the Member Services Department at the phone number listed above.

## SUPPLIES

For supplies, contact your marketing representative. Applications and other forms are also conveniently located on our web site – [www.bcbskc.com](http://www.bcbskc.com).

## NEW DIRECTIONS BEHAVIORAL HEALTH

**(913) 982-8200**

To determine pre-authorization for mental health benefits.

## CLAIMS\*

Blue Cross and Blue Shield of Kansas City  
Attention: Claims Department  
P.O. Box 419169  
Kansas City, MO 64141

*\*If your group has been assigned an alternate P.O. Box for the submission of claims, please send all claims to that assigned location.*

## CUSTOMER SERVICE

**(816) 395-3558    888-989-8842**

*OR check member's BCBSKC I.D. card.*

**Hours: Monday - Friday (8:30 a.m. - 4:30 p.m.)**

## PRESCRIPTION INQUIRIES

**(816) 395-2176    800-228-1436**

**Hours: Monday – Friday (8:30 a.m. – 4:30 p.m.)**

For questions related to pharmacy issues, contact the Pharmacy Customer Service Department at the phone numbers listed above.

## WWW.BCBSKC.COM

Log on to gain immediate access 24 hours a day, seven days a week to a variety of functions available to ease the administration of your plan including:

- BCBSKC provider directories
- Eligibility and benefit information
- Claims status
- Pharmacy information
- Billing Review

And enhancements are growing!

Online services can be accessed by completing an Internet Remote Access Request Form found on our Web site on the employer homepage.