

Quick Reference Directory of Pennsylvania Blue Shield

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This section provides a listing of mailing addresses and selected telephone numbers at Pennsylvania Blue Shield.

Since the information is likely to change over time, we suggest that you update information in your *Blue Shield Reference Guide* when you receive changes from your Provider Relations representatives, through *PRN* or special mailings.

The directory is organized as:

- Mailing addresses
- Written inquiries
- Selected telephone numbers

Mailing addresses

Claims submission

Blue Shield medical-surgical claims (including BlueCard claims):

Pennsylvania Blue Shield
PO Box 890062
Camp Hill, Pa. 17089-0062

Blue Shield Medigap claims:

Pennsylvania Blue Shield
PO Box 898845
Camp Hill, Pa. 17089-8845

Central Site Accounts claims:

Pennsylvania Blue Shield
PO Box 898852
Camp Hill, Pa. 17089-8852

CommunityBlue HMO claims:

Keystone Health Plan West
PO Box 898819
Camp Hill, Pa. 17089-8819

CommunityBlue Point of Service claims:

Pennsylvania Blue Shield
PO Box 898819
Camp Hill, Pa. 17089-8819

Federal Employee Program (FEP) claims:

Pennsylvania Blue Shield
PO Box 898854
Camp Hill, Pa. 17089-8854

HealthGuard claims:

HealthGuard of Lancaster, Inc.
Attn: Claims
280 Granite Run Drive
Suite 105
Lancaster, Pa. 17601

Hershey HealthStyle claims:

Pennsylvania Blue Shield
PO Box 898850
Camp Hill, Pa. 17089-8850

Keystone Health Plan Central claims:

Keystone Health Plan Central
PO Box 898812
Camp Hill, Pa. 17089-8812

KeystoneBlue claims:

Keystone Health Plan West, Inc.
PO Box 898819
Camp Hill, Pa. 17089-8819

Keystone Health Plan West claims:

Keystone Health Plan West, Inc.
PO Box 898819
Camp Hill, Pa. 17089-8819

SelectBlue claims:

Pennsylvania Blue Shield
PO Box 898819
Camp Hill, Pa. 17089-8819

Regional Provider Relations offices

Pennsylvania Blue Shield
 Eastern Region Office
 PO Box 890089
 Camp Hill, Pa. 17089-0089

Pennsylvania Blue Shield
 Central Region Office
 PO Box 890089
 Camp Hill, Pa. 17089-0089

Highmark Blue Cross Blue Shield
 Western Region Office
 Suite 1819
 Fifth Avenue Place
 Pittsburgh, Pa. 15222-3099

Precertification offices

The Precertification Center
 PO Box 898125
 Camp Hill, Pa. 17089-8125

Quality Care Admission Review
 PO Box 13499
 1901 Market Street
 Philadelphia Pa. 19101

Healthcare Management Services
 PO Box 3755
 Pittsburgh, Pa. 15230
 or
 301 Fifth Avenue Place
 Fifth Floor
 Pittsburgh, Pa. 15222

The Preadmission Certification Center
 70 North Main Street
 Wilkes-Barre, Pa. 18711

Notice of address change

Pennsylvania Blue Shield
 Provider Data Services
 PO Box 898842
 Camp Hill, Pa. 17089-8842
 Fax number: (717) 731-2896

Refund checks

Pennsylvania Blue Shield
 Attention: Cashier
 PO Box 898820
 Camp Hill, Pa. 17089-8820

Written inquiries**For Blue Shield medical-surgical inquiries:**

Pennsylvania Blue Shield
 Customer Service Department
 PO Box 890035
 Camp Hill, Pa. 17089-0035

For Blue Shield 65 Special inquiries:

Pennsylvania Blue Shield
 Customer Service Department
 PO Box 890052
 Camp Hill, Pa. 17089-0052

For Federal Employee Program (FEP) inquiries:

Pennsylvania Blue Shield
 FEP Customer Service Department
 PO Box 890037
 Camp Hill, Pa. 17089-0037

Selected telephone numbers**Claims information inquiries**

Our medical-surgical customer service area is organized by region to better serve you.

Customer service regions

Central: (717) 731-8080
 Eastern: (717) 975-7290
 Western: (717) 975-5054

Separate telephone numbers exist for the following programs or customer service areas:

Federal Employee Program
 (717) 763-3608

OASIS
 (800) 4-OASIS-4 (462-7474)
 (717) 975-6800 (Harrisburg area)

65 Special
 (717) 763-6695

Precertification offices**The Precertification Center (Harrisburg)**

(717) 760-9996
(800) 441-2330 (medical-surgical precertification in Pennsylvania)
(800) 441-2333 (outside Pennsylvania)
(800) 441-8811 (mental health or substance abuse)
(877) 441-6080 (physical rehabilitation)
Fax: (800) 626-9090

Quality Care Admission Review (Philadelphia)

(800) 862-3648

Disability Certification Program (Harrisburg)

(800) 441-9950

Healthcare Management Services (Pittsburgh)

(412) 765-1449 (Pittsburgh)

(800) 223-9647 (other areas)

**The Preadmission Certification Center
(Wilkes-Barre)**

(800) 638-0505

For more information about precertification, see
Section 11, "Utilization Review."

Regional Provider Relations offices

Eastern (610) 362-6116
Central (717) 731-2045
Western (800) KHP-DOCS (547-3627)