

Medicare Administrator Contractor (MAC) Jurisdiction 4 Medicare Part B New Mexico/Oklahoma Contact Directory

Effective March 1, 2008

TrailBlazer Operations	Contact Information
TrailBlazer Physical Address	<p>TrailBlazer Health Enterprises, LLC 8330 LBJ Freeway Executive Center III Dallas, Texas 75243-1213</p> <p>Hard copy claims, enrollment applications and other correspondence may be sent to this address if commercial courier is used.</p> <p>To ensure proper delivery, information sent to the physical address must include “ATTN: Department Name.”</p>
Part B Customer Service Provider Contact Center (PCC)	<p>Interactive Voice Response (IVR) (877) 567-9230</p> <p>Hours of Operation: Monday – Friday 6:30 a.m. – 6 p.m. <i>(all service areas)</i></p> <p>Eligibility, deductibles, remittance notice claim denials, claim crossover issues and other general claims information.</p> <p>Customer Service Representatives (CSRs) (866) 280-6520</p> <p>Hours of Operation: Monday – Friday 8 a.m. – 4 p.m. <i>(all service areas)</i></p>

Complex inquiries that cannot be handled by the IVR and requests for education and training support.

TTY
(866) 566-9163

Hours of Operation:
Monday – Friday 8 a.m. – 4 p.m.
(all service areas)

A Text Telephone (TTY) is a special device permitting hard of hearing or speech-impaired individuals to use the telephone, by allowing them to type messages back and forth to one another instead of talking and listening. (A TTY is required at both ends of the conversation in order to communicate.)

Written Inquiries
Direct all Part B written inquiries to:

TrailBlazer Health Enterprises, LLC
Part B Correspondence
P.O. Box 650714
Dallas, TX 75265-0714

Freedom of Information Act (FOIA) Inquiries
Direct all Part B FOIA requests to the address below:

TrailBlazer Health Enterprises, LLC
ATTN: Freedom of Information
P.O. Box 650714
Dallas, TX 75265-0714

Electronic Inquiries:
Direct all Part B electronic inquiries to:
partb.J4@trailblazerhealth.com

Fax Inquiries:
Direct all Part B faxed inquiries to:
(903) 463-9207

Note: Because e-mail and fax inquiries are not a secure method of communication, Protected Health Information (PHI) should not be sent in e-mail or fax inquiries. PHI should be mailed or addressed in a call to the PCC.

<p>Part B Provider Outreach and Education (POE)</p>	<p>(866) 280-6520 Providers are requested to direct any requests for educational support to the Part B Customer Service Contact Center number above. A Provider Relations Specialist will return your call as soon as possible.</p> <p>Providers may also e-mail educational requests or comments to: partb.J4@trailblazerhealth.com.</p>
<p>Part B Claims/ADS – Oklahoma</p>	<p>Part B Claims/ADS – Oklahoma TrailBlazer Health Enterprises, LLC Part B Claims P. O. Box 650706 Dallas, Texas 75265-0706</p> <p>Hard copy claims may be sent to the address above.</p>
<p>Part B Claims/ADS – New Mexico</p>	<p>Part B Claims/ADS – New Mexico TrailBlazer Health Enterprises, LLC Part B Claims P. O. Box 650699 Dallas, Texas 75265-0699</p> <p>Hard copy claims may be sent to the address above.</p>
<p>Part B Telephone Reopenings/ Redeterminations</p>	<p>Part B Telephone Reopenings (866) 865 5458</p> <p>Hours of Operations: Monday – Friday 8 a.m. – 4 p.m. (<i>all service areas</i>)</p> <p>For correction of clerical errors. Because of the anticipated J4 volume, TrailBlazer will only be able to accept three reopening error corrections per call.</p> <p>Part B Redeterminations Direct all written redetermination inquiries to:</p> <p>TrailBlazer Health Enterprises, LLC Part B Redeterminations P.O. Box 650714 Dallas, Texas 75265-0714</p>

<p>Part B Provider Enrollment</p>	<p>(866) 539 5596 To obtain/change Medicare provider number and address information.</p> <p>Hours of Operation: Monday – Friday 8 a.m. – 4 p.m. (CT)</p> <p>Part B Enrollment – New Mexico TrailBlazer Health Enterprises, LLC P. O. Box 650709 Dallas, Texas 75265-0709</p> <p>Part B Enrollment – Oklahoma TrailBlazer Health Enterprises, LLC P. O. Box 650711 Dallas, Texas 75265-0711</p>
<p>Electronic Data Interchange (EDI)</p>	<p>(866) 749-4302 Fax (410) 683-2937</p> <p>Hours of Operation: 8 a.m. – 6 p.m. (ET)</p> <p>General questions relating to electronic billing enrollment and claim receipt or specific questions relating to EDI specifications, explanations of front-end claim rejections, software testing, Medicare’s free software (Pro32), 276/277 claim status inquiries, online inquiry software navigation and connectivity questions, and status of EDI enrollment.</p> <p>Mailing Address: TrailBlazer Health Enterprises, LLC Electronic Data Interchange P.O. Box 4898 Timonium, MD 21093</p> <p>Physical Address: TrailBlazer Health Enterprises, LLC Electronic Data Interchange 1954 Greenspring Drive Suite 600 Timonium, MD 21093</p>

<p>ERA/EFT Administrative Simplification Compliance Act (ASCA)</p>	<p>(866) 528-1605 (866) 528-1607 (866) 514-0280 (866) 519-5974 (866) 528-1606 (866) 620-3988 (866) 774-8160 Fax: (469) 372-1045</p> <p>Hours of Operation: Monday – Thursday 7 a.m. – 5:30 p.m. (CT) Friday 7 a.m. – 4 p.m. (CT)</p> <p>Questions relating to Electronic Remittance Advice (ERA), Electronic Funds Transfer (EFT), PC-Print software and ERA/EFT enrollment.</p> <p>ERA TrailBlazer Health Enterprises, LLC ERA Department P.O. Box 650156 Dallas, Texas 75265-0156</p> <p>EFT TrailBlazer Health Enterprises, LLC Provider Enrollment EFT P.O. Box 650628 Dallas, Texas 75265-0628</p>
<p>Part B Demanded and Voluntary Refunds</p>	<p>TrailBlazer Health Enterprises, LLC Part B Demanded and Voluntary Refunds 3101 S. Woodlawn Denison, Texas 75020</p>
<p>CMS Medicare Eligibility Integration Contractor (MEIC)</p>	<p>(866) 324-7315 Questions relating to 270/271 patient eligibility HIPAA transactions.</p>
<p>J4 MAC Post-Implementation Issues</p>	<p>J4MAC@trailblazerhealth.com</p> <p>TrailBlazer will accept all inquiries regarding post-cutover issues via the above e-mail address following each state-specific J4 implementation date. Direct any issues, processing differences or concerns to the e-mail address above. Each inquiry will be tracked and assigned to the responsible areas, and providers will receive a response as soon as possible.</p>

**J4 MAC
Provider
Feedback Line**

TrailBlazer welcomes provider suggestions and comments on our services. Feedback received on this line is reviewed by management on a regular basis. Providers are encouraged to leave their name and telephone number/e-mail address if they would like to provide more detail or prefer a return call (calls will be returned in 5 to 10 business days).

Provider Feedback Line
(866) 237-4483 (toll-free)
Option 2
provider.feedback@trailblazerhealth.com

All information shared is confidential.