

Part B J4 Contact Directory

TrailBlazer Operations	Contact Information																
TrailBlazer Physical Address	<p>TrailBlazer Health Enterprises, LLC Executive Center III 8330 LBJ Freeway Dallas, TX 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 – CO, NM, OK, TX, Indian Health Service (IHS)</p> <p>Hours of Operation:</p> <table border="1" data-bbox="526 940 1448 1192"> <thead> <tr> <th colspan="2">CO / NM/ OK</th> </tr> </thead> <tbody> <tr> <td>Eligibility</td> <td>Monday – Friday 6 a.m. – 9 p.m. CT Saturday 5 a.m. – 3 p.m. CT</td> </tr> <tr> <td>Claims and Financial</td> <td>Monday – Friday 6 a.m. – 9 p.m. CT Saturday 5 a.m. – 3 p.m. CT</td> </tr> <tr> <td>General Information</td> <td>24 hours a day</td> </tr> </tbody> </table> <table border="1" data-bbox="526 1243 1448 1495"> <thead> <tr> <th colspan="2">TX</th> </tr> </thead> <tbody> <tr> <td>Eligibility</td> <td>Monday – Friday 6 a.m. – 9 p.m. CT Saturday 5 a.m. – 3 p.m. CT</td> </tr> <tr> <td>Claims and Financial*</td> <td>Monday – Friday 6 a.m. – 6 p.m. CT Saturday 5 a.m. – 3 p.m. CT</td> </tr> <tr> <td>General Information</td> <td>24 hours a day</td> </tr> </tbody> </table> <p>*Due to longer system cycles, shorter hours apply to claims and financial information for Part B Texas.</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 – CO, NM, OK, TX (866) 448-5894 – IHS</p> <p>Hours of Operation: Monday – Friday, 8 a.m. – 4 p.m. (all service areas)</p>	CO / NM/ OK		Eligibility	Monday – Friday 6 a.m. – 9 p.m. CT Saturday 5 a.m. – 3 p.m. CT	Claims and Financial	Monday – Friday 6 a.m. – 9 p.m. CT Saturday 5 a.m. – 3 p.m. CT	General Information	24 hours a day	TX		Eligibility	Monday – Friday 6 a.m. – 9 p.m. CT Saturday 5 a.m. – 3 p.m. CT	Claims and Financial*	Monday – Friday 6 a.m. – 6 p.m. CT Saturday 5 a.m. – 3 p.m. CT	General Information	24 hours a day
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Part B Customer Service PCC (Cont.)	<p>Complex inquiries that cannot be handled by the IVR and requests for education and training support.</p> <p>TTY – CO, NM, OK, TX, IHS (866) 566-9163</p> <p>Hours of Operation: Monday – Friday, 8 a.m. – 4 p.m. <i>(all service areas)</i></p> <p>A teletypewriter (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 to communicate.)</p>
Part B Written Inquiries	<p>Direct all Part B written inquiries to the appropriate address below:</p> <p>CO, NM, OK, TX, IHS TrailBlazer Health Enterprises, LLC Part B J4 Written Inquiries P.O. Box 650628 Dallas, TX 75265-0628</p> <p>Freedom of Information Act (FOIA)/Congressional Inquiries TrailBlazer Health Enterprises, LLC ATTN: Freedom of Information/Congressional P.O. Box 650721 Dallas, TX 75265-0721</p> <p>Electronic Inquiries – CO, NM, OK, TX partb.j4@trailblazerhealth.com</p> <p>Electronic Inquiries – IHS J4.IHS@trailblazerhealth.com</p> <p>Fax Inquiries (903) 463-9320</p> <p><i>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.</i></p>
Part B Provider Outreach and Education (POE)	<p>(866) 280-6520 – CO, NM, OK, TX (866) 448-5894 – IHS</p> <p>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:</p>

TrailBlazer Operations	Contact Information
Part B POE (Cont.)	Colorado/New Mexico/Oklahoma/Texas: partb.j4@trailblazerhealth.com IHS: J4.IHS@trailblazerhealth.com
Part B Claims	Mail all Part B hard copy claims to the appropriate address below: CO, NM, OK, TX TrailBlazer Health Enterprises, LLC Part B Claims P.O. Box 660031 Dallas, TX 75266-0031 IHS TrailBlazer Health Enterprises, LLC Part B Claims P.O. Box 660159 Dallas, TX 75266-0159
Part B Telephone Reopenings/ Redeterminations	Direct all Part B telephone reopenings and written redetermination inquiries to the appropriate address below: Part B Telephone Reopenings (866) 865-5458 Hours of Operation: Monday – Friday, 8 a.m. – 4 p.m. CT For correction of clerical errors. TrailBlazer will only accept three reopening error corrections per call. Part B Redeterminations CO, NM, OK TrailBlazer Health Enterprises, LLC Part B Redeterminations P.O. Box 650714 Dallas, TX 75265-0714 TX, IHS TrailBlazer Health Enterprises, LLC Part B Redeterminations P.O. Box 660156 Dallas, TX 75266-0156
Part B Provider Enrollment – CO, NM, OK, TX, IHS	(866) 539-5596 To obtain/change Medicare provider number and address information. Hours of Operation: Monday, Tuesday, Wednesday and Friday 9 a.m. – noon CT

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<p>Part B Provider Enrollment – CO, NM, OK, TX, IHS (Cont.)</p>	<p>1–4 p.m. CT</p> <p>Thursday 9 a.m. – noon CT 1–2 p.m. CT</p> <p>CO TrailBlazer Health Enterprises, LLC P.O. Box 650710 Dallas, TX 75265-0710</p> <p>NM TrailBlazer Health Enterprises, LLC P.O. Box 650709 Dallas, TX 75265-0709</p> <p>OK TrailBlazer Health Enterprises, LLC P.O. Box 650711 Dallas, TX 75265-0711</p> <p>TX, IHS TrailBlazer Health Enterprises, LLC P.O. Box 650544 Dallas, TX 75265-0544</p>
<p>Electronic Data Interchange (EDI)</p>	<p>(866) 749-4302</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 EDI Operations, AG-507 P.O. Box 100249 Columbia, SC 29209-3249</p> <p>Physical Address: TrailBlazer Health Enterprises, LLC EDI Operations, AG-507, Building One 2300 Springdale Drive Camden, SC 29020-1728</p>

TrailBlazer Operations	Contact Information
ERA/EFT Administrative Simplification Compliance Act (ASCA)	<p>(866) 528-1605 (866) 528-1606 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 Provider Support P.O. Box 660156 Dallas, TX 75266-0156</p> <p>EFT TrailBlazer Health Enterprises, LLC Provider Enrollment P.O. Box 650544 Dallas, TX 75265-0644</p>
Part B Overpayments and Voluntary Refunds	TrailBlazer Health Enterprises, LLC Part B Debt Collection & Referral 3101 S. Woodlawn Denison, TX 75020
CMS Medicare Eligibility Integration Contractor (MEIC)	<p>(866) 324-7315</p> <p>Questions relating to 270/271 patient eligibility HIPAA transactions.</p>
J4 MAC Provider Feedback Line	<p>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 five to 10 business days).</p> <p>Provider Feedback Line (866) 237-4483 (toll free) Option 2</p> <p><i>All information shared is confidential.</i></p>