

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="526 915 1446 1167"> <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 1188 1446 1440"> <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. <i>(all service areas)</i> Complex inquiries that cannot be handled by the IVR and requests for education and training support.</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
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																

TrailBlazer Operations	Contact Information							
Part B Customer Service PCC (Cont.)	TTY – CO, NM, OK, TX, IHS (866) 566-9163 Hours of Operation: Monday – Friday, 8 a.m. – 4 p.m. <i>(all service areas)</i> 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.)							
Part B Written Inquiries	Direct all Part B written inquiries to the appropriate address below: <table border="1" data-bbox="509 716 1498 999"> <tr> <td data-bbox="509 716 1003 999"> Written Inquiries CO, NM, OK, TX, IHS TrailBlazer Health Enterprises, LLC Part B J4 Written Inquiries P.O. Box 650628 Dallas, TX 75265-0628 </td> <td data-bbox="1003 716 1498 831"> Electronic Inquiries CO, NM, OK, TX partb.j4@trailblazerhealth.com </td> </tr> <tr> <td data-bbox="509 831 1003 915"></td> <td data-bbox="1003 831 1498 915"> Electronic Inquiries – IHS j4.ihs@trailblazerhealth.com </td> </tr> <tr> <td data-bbox="509 915 1003 999"></td> <td data-bbox="1003 915 1498 999"> Fax Inquiries (903) 463-9320 </td> </tr> </table> <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>		Written Inquiries CO, NM, OK, TX, IHS TrailBlazer Health Enterprises, LLC Part B J4 Written Inquiries P.O. Box 650628 Dallas, TX 75265-0628	Electronic Inquiries CO, NM, OK, TX partb.j4@trailblazerhealth.com		Electronic Inquiries – IHS j4.ihs@trailblazerhealth.com		Fax Inquiries (903) 463-9320
Written Inquiries CO, NM, OK, TX, IHS TrailBlazer Health Enterprises, LLC Part B J4 Written Inquiries P.O. Box 650628 Dallas, TX 75265-0628	Electronic Inquiries CO, NM, OK, TX partb.j4@trailblazerhealth.com							
	Electronic Inquiries – IHS j4.ihs@trailblazerhealth.com							
	Fax Inquiries (903) 463-9320							
Part B Freedom of Information Act (FOIA)/Congressional Inquiries	Direct all FOIA/Congressional inquiries to the address below: TrailBlazer Health Enterprises, LLC Freedom of Information/Congressional 3101 S. Woodlawn Denison, TX 75020							
Part B Provider Outreach and Education (POE)	(866) 280-6520 – CO, NM, OK, TX (866) 448-5894 – IHS 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. Providers may also e-mail educational requests or comments to: 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: <table border="1" data-bbox="509 1692 1498 1871"> <tr> <td data-bbox="509 1692 1003 1871"> CO, NM, OK, TX TrailBlazer Health Enterprises, LLC Part B Claims P.O. Box 660031 Dallas, TX 75266-0031 </td> <td data-bbox="1003 1692 1498 1871"> IHS TrailBlazer Health Enterprises, LLC Part B Claims P.O. Box 660159 Dallas, TX 75266-0159 </td> </tr> </table>		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				
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							

TrailBlazer Operations	Contact Information	
Part B Telephone Reopenings/ Redeterminations	Part B Telephone Reopenings Direct all Part B telephone reopenings to the number below: (866) 865-5458 Hours of Operation: Monday – Friday, 9 a.m. – noon CT and 1– 4 p.m. CT For correction of clerical errors. TrailBlazer will only accept three reopening error corrections per call. Part B Redeterminations Direct all Part B written redetermination inquiries to the appropriate address below:	
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 and 1–4 p.m. CT Thursday 9 a.m. – noon CT and 1–2 p.m. CT	TX, IHS TrailBlazer Health Enterprises, LLC Part B Redeterminations P.O. Box 660156 Dallas, TX 75266-0156
Electronic Data Interchange (EDI)	(866) 749-4302 Hours of Operation: 8 a.m. – 6 p.m. ET 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.	

TrailBlazer Operations	Contact Information	
Electronic Data Interchange (EDI) (Cont.)	Mailing Address: TrailBlazer Health Enterprises, LLC EDI Operations, AG-507 P.O. Box 100249 Columbia, SC 29209-3249	Physical Address: TrailBlazer Health Enterprises, LLC EDI Operations, AG-507, Building One 2300 Springdale Drive Camden, SC 29020-1728
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>	
	ERA TrailBlazer Health Enterprises, LLC Provider Support P.O. Box 660156 Dallas, TX 75266-0156	EFT TrailBlazer Health Enterprises, LLC Provider Enrollment P.O. Box 650544 Dallas, TX 75265-0644
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)	(866) 324-7315 Questions relating to 270/271 patient eligibility HIPAA transactions.	
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>	