

Part B Virginia 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) (866) 502-9049</p> <p>Hours of Operation:</p> <table border="1" data-bbox="532 961 1453 1171"> <tr> <td data-bbox="532 961 857 1045">Eligibility</td> <td data-bbox="857 961 1453 1045">Monday – Friday 6 a.m. – 9 p.m. ET Saturday 5 a.m. – 3 p.m. ET</td> </tr> <tr> <td data-bbox="532 1045 857 1129">Claims and Financial*</td> <td data-bbox="857 1045 1453 1129">Monday – Friday 6 a.m. – 6:30 p.m. ET Saturday 5 a.m. – 3 p.m. ET</td> </tr> <tr> <td data-bbox="532 1129 857 1171">General Information</td> <td data-bbox="857 1129 1453 1171">24 hours a day</td> </tr> </table> <p>*Due to longer system cycles, shorter hours apply to claims and financial information.</p> <p>Eligibility, deductibles, remittance notice claim denials, claim crossover issues and other general claims information.</p> <p>Customer Service Representatives (CSRs) (866) 717-0010</p> <p>Hours of Operation: Monday – Friday, 8 a.m. – 4 p.m. <i>(all service areas)</i></p> <p>Complex inquiries that cannot be handled by the IVR and requests for education and training support.</p> <p>TTY (877) 279-2662</p> <p>Hours of Operation: Monday – Friday, 8 a.m. – 4 p.m. <i>(all service areas)</i></p>	Eligibility	Monday – Friday 6 a.m. – 9 p.m. ET Saturday 5 a.m. – 3 p.m. ET	Claims and Financial*	Monday – Friday 6 a.m. – 6:30 p.m. ET Saturday 5 a.m. – 3 p.m. ET	General Information	24 hours a day
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Part B Customer Service PCC (Cont.)	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	<p>Direct all Part B written inquiries to the appropriate address below:</p> <p>Part B Written Inquiries TrailBlazer Health Enterprises, LLC Part B Written Inquiries P.O. Box 660103 Dallas, TX 75266-0103</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 partb.va@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) 717-0010</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: partb.va@trailblazerhealth.com</p>
Part B Claims	<p>Mail all Part B hard copy claims to the appropriate address below:</p> <p>Part B Claims TrailBlazer Health Enterprises, LLC Part B Claims P.O. Box 650208 Dallas, TX 75265-0208</p>
Part B Reopenings/Redeterminations	Direct all Part B reopenings and written redetermination inquiries to the address below:

TrailBlazer Operations	Contact Information
Part B Reopenings/ Redeterminations (Cont.)	Part B Redeterminations TrailBlazer Health Enterprises, LLC Part B Redeterminations P.O. Box 660103 Dallas, TX 75266-0103
Part B Provider Enrollment	(866) 697-9670 To obtain/change Medicare provider number and address information. Hours of Operation: Monday, Tuesday, Wednesday and Friday 9 a.m. – noon CT 1–4 p.m. CT Thursday 9 a.m. – noon CT 1–2 p.m. CT Part B Provider Enrollment TrailBlazer Health Enterprises, LLC P.O. Box 650544 Dallas, TX 75265-0544
Electronic Data Interchange (EDI)	(866) 749-4302 Hours of Operation: 8 a.m. – 6 p.m. ET General questions related to electronic billing enrollment and claim receipt or specific questions related 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. 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

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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 Questions related 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 660156 Dallas, TX 75266-0156</p> <p>EFT TrailBlazer Health Enterprises, LLC Provider Enrollment EFT 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
Contractor Medical Directors	TrailBlazer Health Enterprises, LLC Executive Center III 8330 LBJ Freeway Dallas, TX 75243-1765
CMS Medicare Eligibility Integration Contractor (MEIC)	<p>(866) 324-7315</p> <p>Questions related to 270/271 patient eligibility Health Insurance Portability and Accountability Act (HIPAA) transactions.</p>
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>