

Bluegrass Family Health

Important Contacts

Provider Services Address: 651 Perimeter Drive, Suite 300 Lexington, KY 40517 Fax: (859) 335-3736 Email: provider@bgfh.com (please include name, phone number and address in correspondence)	Contact for: <ul style="list-style-type: none">• Administrative or contractual questions• Grievance and Appeals, i.e., Contractual Issues, Plan Rules, Fee Schedule (<i>Contact Appeals Department for appeals on behalf of Members</i>)• New Provider Applications/ Credentialing questions• Provider complaints• Office education, support, training
Mike Strother Supervisor, Provider Services – KY & IN	Main Line: (859) 268-5349 Toll Free: (800) 787-2680 ext. 5349 Email: mike.strother@bgfh.com
Kim Silver Provider Services Project Specialist	Main line: (859) 268-5376 Toll free: (800) 787-2680 ext. 5376 Fax: (859) 268-3569 Email: kim.silver@bgfh.com
Theresa Cloyd Hospital Services Specialist for Entire Service Area	Main line: (859) 335-4112 Toll free: (800) 787-2680 ext. 4112 Fax: (859) 268-3566 Email: theresa.cloyd@bgfh.com
Judith Knecht Ancillary Services Specialist for Entire Service Area	Main line: (859) 335-4122 Toll free: (800) 787-2680 ext. 4122 Fax: (859) 268-3561 Email: judith.knecht@bgfh.com
Sue Ciaramitaro Provider Services Specialist Main Line: (615) 872-8770 ext. 2506 Toll free: (866) 471-8770 ext. 2506 Fax: (859) 268-3576 Email: sue.ciaramitaro@bgfh.com	ALL of Tennessee Market Kentucky: Allen, Ballard, Barren, Breckinridge, Butler, Caldwell, Calloway, Carlisle, Christian, Clinton, Crittenden, Cumberland, Edmonson, Fulton, Graves, Grayson, Hart, Hickman, Hopkins, Livingston, Logan, Lyon, Marshall, McCracken, McLean, Meade, Metcalfe, Monroe, Muhlenberg, Ohio, Pulaski, Simpson, Todd, Trigg, Warren, and Wayne counties.
Kimberley Georgoulis Provider Services Specialist Main line: (859) 335-4120 Toll free: (800) 787-2680 ext. 4120 Fax: (859) 268-3528 Email: kimg@bgfh.com	Kentucky: Adair, Bullitt, Carroll, Daviess, Green, Hancock, Hardin, Henderson, Henry, Jefferson, Larue, Meade, Nelson, Oldham, Shelby, Simpson, Spencer, Taylor, Trimble, Union, Webster, and Whitley counties. Indiana: Clark, Crawford, Floyd, Harrison, Jefferson, Orange, Scott and Washington counties.

<p>Dee Whaley Provider Services Specialist Main line: (859) 268-5374 Toll free: (800) 787-2680 ext. 5374 Fax: (859) 268-3568 Email: dee.whaley@bgfh.com</p>	<p>Kentucky: Anderson, Bath, Bell, Boone, Bourbon, Boyd, Boyle, Bracken, Breathitt, Campbell, Carter, Casey, Clark, Clay, Elliott, Estill, Fayette, Fleming, Floyd, Franklin, Gallatin, Garrard, Grant, Greenup, Harlan, Harrison, Jackson, Jessamine, Johnson, Kenton, Knott, Knox, Laurel, Lawrence, Lee, Leslie, Letcher, Lewis, Lincoln, Madison, Magoffin, Marion, Martin, Mason, McCreary, Menifee, Mercer, Montgomery, Morgan, Nicholas, Owen, Owsley, Pendleton, Perry, Pike, Powell, Robertson, Rockcastle, Rowan, Russell, Scott, Washington, Wolfe, and Woodford counties.</p> <p>Ohio: Greater Cincinnati area.</p> <p>Virginia: Dickenson, Lee, Norton, Russell, Washington and Wise counties.</p> <p>West Virginia: Logan and Mingo counties.</p>
<p>Customer Service</p> <p>Main line: (859) 269-4475 Toll free: (800) 787-2680 Fax: (859) 335-4110 Email: cservice@bgfh.com</p>	<p>Contact for <u>members and providers</u> to ask questions and receive:</p> <ul style="list-style-type: none"> • Assistance in accessing care • Confirmation of member eligibility and benefits • Benefit Plan information
<p>Healthcare Operations</p> <p>Main line: (859) 335-3737 Toll free: (877) 449-2884 Fax: (859) 335-3730 (Precertification)</p>	<p>Contact for:</p> <ul style="list-style-type: none"> • Prior Authorization of Emergency/Urgent Inpatient Medical Admissions • Prior Authorization of Elective Inpatient Medical Admissions • Prior Authorization of Outpatient Medical Services • Case Management • Discharge Planning Assistance • Wellness
<p>Pharmacy Services</p> <p>Main line: (859) 335-3755 Toll free: (877) 205-6308 Fax: (859) 335-3744 Email: pharmacy@bgfh.com</p>	<p>Contact for <u>providers</u> to ask questions and receive:</p> <ul style="list-style-type: none"> • Assistance with formulary/Preferred Drug List (PDL) • Pharmacy Prior Authorization
<p>Provider Claims Unit</p> <p>Main line: (859) 335-3741 Toll free: (877) 301-7827 Fax: (859) 335-4110 Email: provclaims@bgfh.com</p>	<p>Contact for <u>providers</u> to ask questions and receive:</p> <ul style="list-style-type: none"> • Assistance in filing an appeal • Claims questions or problems

OptumHealth Care Solutions
Contact for Chiropractic Services

Toll Free: (800) 873-4575

Care Continuum
Contact for Home Health/Home Infusion Services

Toll Free: (877) 700-3482

OptumHealth Behavioral Solutions
Contact for Mental Health/Substance Abuse

Toll Free: (877) 369-2201