



**of Tennessee**

1 Cameron Hill Circle  
Chattanooga, TN 37402

bcbst.com

April 12, 2013

Dear Health Care Professional:

During the past several months, BlueCross BlueShield of Tennessee has been working toward greater use of electronic processing tools between us and our network of health care providers. This effort began with moving from paper checks to electronic funds transfers (EFT). With that effort nearly complete, we are moving to the next phase of adoption of electronic processes: electronic claims submission.

Working with you, we are pleased that more than 90 percent of the claims we receive today are submitted electronically. Nonetheless, to advance greater adoption of electronic processing, **we would like to partner with you to achieve 100 percent electronic claims submissions by July 1, 2013.**

Conversion to all electronic claims includes initial claims submission, secondary claims and corrected bills. Paperless claim submission provides several significant benefits to health care providers, including:

- *Faster payment:* BlueCross is required to pay electronic claims faster than paper claims.
- *More efficient processing:* Electronic claims processing is less prone to human error compared to paper claims.
- *Guaranteed record of receipt:* Providers have documentation of receipt of the claim from BlueCross.
- *More efficient claims tracking:* Claims submitted electronically are easier to track between your practice management system and our claims processing system.

Between now and July 1, we will seek to work with you to understand why paper claims are being submitted today and determine what BlueCross can do to help achieve a fully electronic claims submission environment.

To aid you in this effort, our eBusiness team stands ready to answer questions and help address concerns that may prevent us from jointly accomplishing the goal of 100 percent electronic claims submission. To discuss issues specific to your organization, please contact eBusiness Technical Support at (423) 535-5717, or (800) 924-7141, Monday – Thursday 8 a.m. to 5:15 p.m. (ET) or Friday 9 a.m. to 5:15 p.m. (ET). More information is also available at the following link: <http://www.bcbst.com/providers/ecom/> or you can contact us via email at [eBusiness\\_Service@bcbst.com](mailto:eBusiness_Service@bcbst.com).

Thank you for your support of our efforts to operate more efficiently while meeting the needs of our health care provider community and our members.

Sincerely,

Christy C. Vitulli  
Vice President, Provider Networks