

Electronic Claims FAQ

- 1) Where do I find resources on billing electronic claims? I send all my claims via paper.
 - a. BCBST has several options available for providers to bill electronically: Electronic Data Interchange (EDI), Real Time Claims Adjudication, and CHOICES Web (VSHP CHOICES long term care providers only). For more information on getting started with these options, please visit http://www.bcbst.com/providers/ecommerce/getting_started/index.shtml. For technical details, refer to section 2 of our eBusiness User Guide located at <http://www.bcbst.com/providers/ecommerce/technical-information.shtml>.
- 2.) How do I find a vendor to bill electronically? Can you choose one for me?
 - a. BCBST has made available a list of the highest-volume vendors available at http://www.bcbst.com/providers/ecommerce/ANSI_vendors/Vendors_list.asp. While BCBST cannot recommend any vendor over another, you may utilize this list for further research on picking a vendor to help you with your electronic claims.
- 3.) Do I have to use a clearinghouse? Does BCBST make me use a certain vendor?
 - a. We accept claims from any willing trading partner that can communicate with us per our requirements. We do not mandate that providers use any particular vendor. If you have a software vendor, billing agent, or clearinghouse that is not currently submitting claims to us, please refer them to our eBusiness User Guide for full details on our processes.
- 4.) Can I send EDI claims directly to you?
 - a. We do offer capabilities for providers to submit and receive EDI data directly. If you wish to utilize this option, please direct your software vendor to our <eBusiness User Guide> for implementation steps.
- 5.) How do I sign up to send electronic claims?
 - a. Enrollment is currently required to send claims via EDI. Enrollment information can be found at http://www.bcbst.com/providers/ecommerce/getting_started/index.shtml.
 - b. RTCA and CHOICES claim filing requires registration via BlueAccess. If you are not already signed up for BlueAccess, please follow the steps outlined at <http://www.bcbst.com/providers/ecommerce/ebusinessMarketing/BlueAccess-Registration-Instructions.pdf>.
- 6.) How does my vendor sign up to send EDI claims with you? How do I sign up with a vendor to do EDI?
 - a. BCBST currently has over 400 active trading partners representing much of the EDI solution market. Any vendor you select is likely already enrolled with us. If you have questions on how to enroll with a vendor and how that vendor is enrolled with us, please direct your vendor to section 2 of our eBusiness User Guide.

7.) I file electronically today, but I send corrected and secondary claims on paper. Do you take corrected and secondary claims electronically?

a. Yes, BCBST accepts secondary claims and corrected claims electronically. You can review the documents below for details on how to enable this in your electronic claim files.

Please provide these to your vendor for assistance in setting these claim types in your systems:

- i. Corrected claims:
http://www.bcbst.com/providers/ecom/bcbst_5010/5010_Corrected_Claims.pdf
- ii. Secondary claims:
http://www.bcbst.com/providers/ecom/bcbst_5010/5010 EDI Secondary Claims Professional-Institutional.pdf

8.) What support options are available to help me file claims electronically?

For Questions About	Contact	Telephone Number Fax Number E-mail Address Hours of Operation
Enrollment – Obtaining forms, status or modification of demographic information.	eBusiness Enrollment/System Configuration	1-800-924-7141 (Voice options: “Contracting” then “Enrollment”) 423-535-7523 (Fax) eBusiness_sysconfig@bcbst.com Mon. –Fri., 8 a.m. to 5 p.m. (EST)
Marketing – Website use (claim status inquiry, member benefits and eligibility inquiry, pre-authorization submission, claim submission, real time claim adjudication)	eBusiness Marketing	423-535-3057 423-535-3334 (Fax) eBusiness_Marketing@bcbst.com Mon.-Thurs., 8 a.m. to 5:15 p.m. (EST) Fri., 9 a.m. to 5:15 p.m. (EST)
Technical Support - Connectivity, specifications format, electronic claims submission and/or claim acknowledgement reports, electronic remittance advice, EFT, bcbst.com, BlueAccess or any additional technical questions or assistance.	eBusiness Service Center	423-535-5717 Option 2 423-535-1922 (Fax) eBusiness_service@bcbst.com Mon.-Thurs., 8 a.m. to 5:15 p.m. (EST) Fri., 9 a.m. to 5:15 p.m. (EST)