



of Tennessee

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1 Cameron Hill Circle
Chattanooga, TN 37402

bcbst.com

Reminder
Claims Filing for Contiguous County Providers

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Is your practice located in a bordering county of one of the eight states Tennessee touches? If so, there is a good chance you hold contracts with both your home state's Blue Plan and BlueCross BlueShield of Tennessee.

In those instances, you should file all claims for BlueCross BlueShield of Tennessee members with BlueCross BlueShield of Tennessee, not with your home Blue plan.

This will help ensure claims for BlueCross BlueShield of Tennessee members are adjudicated in accordance with your contract with this plan.

For more information, please see following responses to frequently asked questions.

If you have additional questions, please call BlueCross BlueShield of Tennessee at 1-800-705-0391.

Contiguous Counties Frequently Asked Questions

- 1. What do you mean by Contiguous Counties?** Contiguous counties are those that connect to, or touch, Tennessee. Providers from these counties are sometimes participating with BlueCross BlueShield of Tennessee as well as the Blue Plan in that state. Contiguous states that border Tennessee are: Alabama, Arkansas, Georgia, Kentucky, Mississippi, Missouri, North Carolina, and Virginia
- 2. What if a provider practices in a Contiguous County but does not have a contract with BlueCross BlueShield of Tennessee?** If you practice and hold a contract in a contiguous county with a local Blue Plan but *do not* have a contract with BlueCross BlueShield of Tennessee, claims for services rendered to BlueCross BlueShield of Tennessee members should be filed with your local Blue Plan. *For example: If you practice in Rossville, Georgia and are contracted with BlueCross BlueShield of Georgia but not BlueCross BlueShield of Tennessee, claims for care provided to a BlueCross BlueShield of Tennessee member should be filed with BlueCross BlueShield of Georgia.*
- 3. Where should a provider who is participating with a Blue Plan in the contiguous states and BlueCross BlueShield of Tennessee file a BlueCross BlueShield of Tennessee member's claim?** If you are a contracted provider with BlueCross BlueShield of Tennessee and another Blue Plan *and* you render services to a *BlueCross BlueShield of Tennessee member who's in a network you contract with*, file your claim with BlueCross BlueShield of Tennessee. *For example: If you practice in Rossville, Georgia and are contracted with both BlueCross BlueShield of Tennessee and BlueCross BlueShield of Georgia, claims for care provided to a BlueCross BlueShield of Tennessee member should be filed with BlueCross BlueShield of Tennessee.*
- 4. Where should claims be filed by a provider who practices in a Contiguous County and is contracted with BlueCross BlueShield of Tennessee under Network P, but not Network S, who renders services to a BlueCross BlueShield of Tennessee member whose network only includes Network S providers?** Submit the claims to your local Blue Plan (i.e. if you are in Georgia, send the claim to BlueCross BlueShield of Georgia; if you are in Alabama, send the claim to BlueCross BlueShield of Alabama.). Remember, you must be contracting with BlueCross BlueShield of Tennessee in the same network as the member's policy. *If you did file to BlueCross BlueShield of Tennessee and received a duplicate denial, your claims will be adjusted.*

- 5. What if a provider has already filed a claim to the local Blue Plan?** If you are a contracted provider with BlueCross BlueShield of Tennessee and practice in one of our contiguous counties and you recently filed your claims to your local Blue Plan and received a denial, please re-file the claim directly with BlueCross BlueShield of Tennessee.