



BlueCard Claims Filing

Providers just like you serve more than 105 million Blue Cross and Blue Shield members nationwide, including more than 25 million national account members.

BlueCard® enables members to obtain healthcare services while traveling or living in another Blue Cross and Blue Shield company's service area. The program links healthcare providers with all BCBS companies across the nation through a single electronic network for claims processing and reimbursement. Additionally, the program links providers in more than 200 countries and territories worldwide.

To ensure easy administration for you and a positive experience for your patients, your local BCBS company is your single point of contact for claims, customer service and provider education-related inquiries.

Important facts about the alpha prefix

- The alpha prefix on a member ID is key to facilitating prompt payment.
- It is always three alpha characters.
- It is used to identify and correctly route claims and confirm a patient's membership and coverage.
- It is critical for the electronic routing of specific HIPAA transactions to the appropriate BCBS company.
- It and the member ID number as identified on the member ID card must be accurately submitted.

Filing claims for BlueCard members

1. Ask for the member's current member ID card. It is important to capture all ID card data at the time of service.
2. Check benefits and eligibility either by using your local BCBS company's electronic capabilities or calling 1.800.676.BLUE (2583).
3. Submit the claim electronically to your local BCBS company for faster processing.
4. To check claim status, contact your local BCBS company.

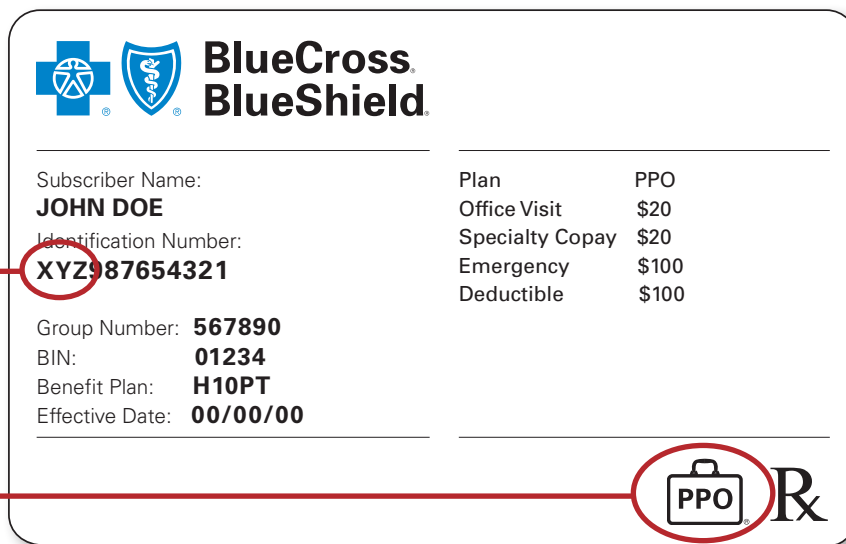
Helpful tips about member IDs

- Member ID numbers are not Social Security Numbers.
- Be sure that all of your system upgrades accommodate the alpha prefix and all subsequent characters, up to 17 positions total.
- The member ID is a combination of alpha and numeric characters. A correct member ID number includes the alpha prefix (first three positions) and all subsequent characters, up to 17 positions total.
- Some member ID numbers may include alpha characters in other positions following the alpha prefix, while others may be fewer than 17 positions.
- Do not add or delete characters or numbers within the member ID.
- Do not change the sequence of characters following the alpha prefix.
- Make copies of the front and back of the member ID card and pass this information to your billing staff.

Sample ID cards

The three-character alpha prefix

The “suitcase” logo appears in the lower right-hand corner of the card.



**To learn more about BlueCard,
visit www.BCBS.com or
call your local BCBS company.**

TheBlueCard®
Now, Home Is Where The Card Is®

Blue Cross, Blue Shield, the Blue Cross and Blue Shield symbols, BlueCard and BlueCard Worldwide are registered service marks of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield companies.