Servicing Out-of-Area Blue Members
BlueCross BlueShield of Tennessee
BlueCard 201
Servicing Out-of-Area Members: Overview

- Contiguous Area Claim Filing
- Overlapping Service Area Claim Filing
- Ancillary Providers Claim Filing
- Air Ambulance Providers
- Pharmacy, Dental and Vision Providers
- Telemedicine Providers
Contiguous Area Claim Filing
Contiguous Area Claim Filing: *Note to Plans*

- A contiguous area is generally a border county in another Plan’s service area one county over from the Plan’s own service area.
- Per Brand regulations, a Plan is permitted to use the Brands outside its service area when:
  - “Contracting with healthcare providers in a Contiguous Area in order to serve its subscribers residing or working in the Licensee’s Service Area.”
- Claims filing rules for contiguous area providers are based on the permitted terms of the contiguous area contract, which may include:
  - The provider’s physical location.
  - The provider’s contract status with the two contiguous states.
  - The member’s Home Plan and where the member works or resides.
  - The location where the member received services.
Contiguous Area Example: *Scenario One*

Provider is located in one service area and has contracts with both Plans.

- Dr. Smith is located in Georgia (GA) and has a contract with GA.
Contiguous Area Example: *Scenario One*

Provider is located in one service area and has contracts with both Plans.

- Dr. Smith is located in Georgia (GA) and has a contract with GA.
- Dr. Smith also has a contiguous area contract with Alabama (AL).
Contiguous Area Example: *Scenario One*

Provider is located in one service area and has contracts with both Plans.

- Dr. Smith is located in Georgia (GA) and has a contract with GA.
- Dr. Smith also has a contiguous area contract with Alabama (AL).
- Dr. Smith files a claim to AL for an AL member who *resides or works* in AL to AL. It is a local AL in-network claim.
Contiguous Area Example: *Scenario One*

Provider is located in one service area and has contracts with both Plans.

- Dr. Smith is located in Georgia (GA) and has a contract with GA.
- Dr. Smith also has a contiguous area contract with Alabama (AL).
- Dr. Smith files a claim for an AL member who *resides or works* in AL to AL. It is a local AL in-network claim.
- Dr. Smith files a GA member’s claim to GA. It is a local GA in-network claim.
Contiguous Area Example: Scenario One

Provider is located in one service area and has contracts with both Plans.

- Dr. Smith is located in Georgia (GA) and has a contract with GA.
- Dr. Smith also has a contiguous area contract with Alabama (AL).
- Dr. Smith files a claim to AL for an AL member who resides or works in AL. It is a local AL in-network claim.
- Dr. Smith files a GA member’s claim to GA. It is a local GA in-network claim.
- Dr. Smith files claims for an AL member who doesn’t reside or work in AL or any other Plan’s member to GA; regular BlueCard claims filing rules apply. It is a BlueCard in-network claim.
Contiguous Area Example: *Scenario Two*

Provider is located in one service area and has a contract only with the Plan in this service area.

- Dr. Smith is located in GA and has a [contract](#) with GA.
Contiguous Area Example: *Scenario Two*

Provider is located in one service area and has a contract only with the Plan in this service area.

- Dr. Smith is located in GA and has a **contract** with GA.

- Dr. Smith has **no contiguous area contract** with AL.
Contiguous Area Example: *Scenario Two*

Provider is located in one service area and has a contract only with the Plan in this service area.

- Dr. Smith is located in GA and has a **contract** with GA.
- Dr. Smith has no contiguous area **contract** with AL.
- Dr. Smith files a GA member's claim to GA. It is a local GA in-network claim.
Contiguous Area Example: *Scenario Two*

Provider is located in one service area and has a contract only with the Plan in this service area.

- Dr. Smith is located in GA and has a contract with GA.

- Dr. Smith has no contiguous area contract with AL.

- Dr. Smith files a GA member's claim to GA. It is a local GA in-network claim.

- Dr. Smith files claims for an AL member and any other Plan’s member to GA; regular BlueCard claims filing rules apply. It is a BlueCard in-network claim.
Contiguous Area Example: *Scenario Three*

Provider is located in one service area, has no contract with the Plan in this area, and has a contiguous county contract with the other Plan.

- Dr. Smith is located in GA and has no contract with GA.
Contiguous Area Example: *Scenario Three*

Provider is located in one service area, has no contract with the Plan in this area, and has a contiguous county contract with the other Plan.

- Dr. Smith is located in GA and has no contract with GA.
- Dr. Smith has a contiguous area contract with AL.
Contiguous Area Example: *Scenario Three*

Provider is located in one service area, has no contract with the Plan in this area, and has a contiguous county contract with the other Plan.

- Dr. Smith is located in GA and has **no contract** with GA.
- Dr. Smith has a **contiguous area contract** with AL.
- Dr. Smith files a claim to AL for an AL member who *resides or works* in AL. It is a local AL in-network claim.
Contiguous Area Example: *Scenario Three*

Provider is located in one service area, has no contract with the Plan in this area, and has a contiguous county contract with the other Plan.

- Dr. Smith is located in GA and has no contract with GA.
- Dr. Smith has a contiguous area contract with AL.
- Dr. Smith files a claim for an AL member who *resides or works* in AL to AL. It is a local AL in-network claim.
- Dr. Smith files a claim for a GA member to GA. It is a local GA out-of-network claim.
Contiguous Area Example: *Scenario Three*

Provider is located in one service area, has no contract with the Plan in this area, and has a contiguous county contract with the other Plan.

• Dr. Smith is located in GA and has **no contract** with GA.

• Dr. Smith has a **contiguous area contract** with AL.

• Dr. Smith files a claim to AL for an AL member who *resides or works* in AL. It is a local AL in-network claim.

• Dr. Smith files a claim for a GA member to GA. It is a local GA out-of-network claim.

• Dr. Smith files claims to GA for IL member or AL member who *doesn’t reside or work* in AL; regular BlueCard claim filing rules apply. It is a BlueCard out-of-network claim.
Contiguous Area Example: *Scenario Four*

Provider is located in both service areas and has contracts with Plans in both service areas.

- Dr. Smith has an office in GA in an area contiguous to AL and an office in AL in an area contiguous to GA.
Contiguous Area Example: *Scenario Four*

Provider is located in both service areas and has contracts with Plans in both service areas.

- Dr. Smith has an office in GA in an area contiguous to AL and an office in AL in an area contiguous to GA.
- Dr. Smith has a contract with AL; Dr. Smith has a contract with GA.
Contiguous Area Example: *Scenario Four*

Provider is located in both service areas and has contracts with Plans in both service areas.

- Dr. Smith has an office in GA in an area contiguous to AL and an office in AL in an area contiguous to GA.
- Dr. Smith has a contract with AL; Dr. Smith has a contract with GA.
- Dr. Smith sees a GA member in his GA office. The claim is filed to GA. It is a local GA in-network claim.
Contiguous Area Example: *Scenario Four*

Provider is located in both service areas and has contracts with Plans in both service areas.

- Dr. Smith has an office in GA in an area contiguous to AL and an office in AL in an area contiguous to GA.
- Dr. Smith has a contract with AL; Dr. Smith has a contract with GA.
- Dr. Smith sees a GA member in his GA office. The claim is filed to GA. It is a local GA in-network claim.
- Dr. Smith sees an AL member who resides or works in AL in his GA office. The claim is filed to AL. It is a local AL in-network claim.
**Contiguous Area Example: Scenario Four**

Provider is located in both service areas and has contracts with Plans in both service areas.

- Dr. Smith has an office in GA in an area contiguous to AL and an office in AL in an area contiguous to GA.

- Dr. Smith has a contract with AL; Dr. Smith has a contract with GA.

- Dr. Smith sees a GA member in his GA office. The claim is filed to GA. It is a local GA in-network claim.

- Dr. Smith sees an AL member who resides or works in AL in his GA office. The claim is filed to AL. It is a local AL in-network claim.

- Dr. Smith sees an IL member or AL member, not residing or working in AL, in his GA office. The claim is filed to GA; regular BlueCard claim filing rules apply. It is a BlueCard in-network claim.
Contiguous Area Example: *Scenario Five*

Provider is located in both service areas and has a contract with one Plan.

- Dr. Smith has an office in GA in an area contiguous to AL and an office in AL in an area contiguous to GA.
Contiguous Area Example: *Scenario Five*

Provider is located in both service areas and has a contract with one Plan.

- Dr. Smith has an office in GA in an area contiguous to AL and an office in AL in an area contiguous to GA.

- Dr. Smith has a contract with GA but does not have a contract with AL.
Contiguous Area Example: Scenario Five

Provider is located in both service areas and has a contract with one Plan.

- Dr. Smith has an office in GA in an area contiguous to AL and an office in AL in an area contiguous to GA.

- Dr. Smith has a contract with GA but does not have a contract with AL.

- Dr. Smith sees a GA member in his GA office. The claim is filed to GA. It is a local GA in-network claim.
Contiguous Area Example: Scenario Five

Provider is located in both service areas and has a contract with one Plan.

- Dr. Smith has an office in GA in an area contiguous to AL and an office in AL in an area contiguous to GA.

- Dr. Smith has a contract with GA but does not have a contract with AL.

- Dr. Smith sees a GA member in his GA office. The claim is filed to GA. It is a local GA in-network claim.

- Dr. Smith sees any other Plan member (IL or AL) in his GA office. The claim is filed to GA; regular BlueCard claim filing rules apply. It is a BlueCard in-network claim.
**Contiguous Area Example: Scenario Five (continued)**

Provider is located in both service areas and has a contract with one Plan.

- Dr. Smith has an office in GA in an area contiguous to AL and in AL in an area contiguous to GA.
Contiguous Area Example: *Scenario Five (continued)*

Provider is located in both service areas and has a contract with one Plan.

- Dr. Smith has an office in GA in an area contiguous to AL and in AL in an area contiguous to GA.

- Dr. Smith has a contract with GA but does not have a contract with AL.
Contiguous Area Example: Scenario Five (continued)

Provider is located in both service areas and has a contract with one Plan.

- Dr. Smith has an office in GA in an area contiguous to AL and in AL in an area contiguous to GA.

- Dr. Smith has a contract with GA but does not have a contract with AL.

- Dr. Smith sees an AL member in his AL office. The claim is filed to AL. It is a local AL out-of-network claim.
Contiguous Area Example: *Scenario Five (continued)*

Provider is located in both service areas and has a contract with one Plan.

- Dr. Smith has an office in GA in an area contiguous to AL and in AL in an area contiguous to GA.
- Dr. Smith has a contract with GA but does not have a contract with AL.
- Dr. Smith sees an AL member in his AL office. The claim is filed to AL. It is a local AL out-of-network claim.
- Dr. Smith sees any other Plan’s member (IL or GA) in his AL office; the claim is filed to AL; regular BlueCard claim filing rules apply. It is a BlueCard out-of-network claim.
Contiguous Area Example: *Scenario Six*

Provider is located in both service areas and has no contracts with either Plan.

- Dr. Smith has an office in GA in an area contiguous to AL and in AL in an area contiguous to GA.
Contiguous Area Example: *Scenario Six*

Provider is located in both service areas and has no contracts with either Plan.

- Dr. Smith has an office in GA in an area contiguous to AL and in AL in an area contiguous to GA.
- Dr. Smith has no contract with GA and no contract with AL.
Contiguous Area Example: *Scenario Six*

Provider is located in both service areas and has no contracts with either Plan.

- Dr. Smith has an office in GA in an area contiguous to AL and in AL in an area contiguous to GA.
- Dr. Smith has **no contract** with GA and **no contract** with AL.
- Dr. Smith sees a GA member in his GA office. The claim is filed to GA. It is a local GA out-of-network claim.
**Contiguous Area Example: Scenario Six**

Provider is located in both service areas and has no contracts with either Plan.

- Dr. Smith has an office in GA in an area contiguous to AL and in AL in an area contiguous to GA.
- Dr. Smith has *no contract* with GA and *no contract* with AL.
- Dr. Smith sees a GA member in his GA office. The claim is filed to GA. It is a local GA out-of-network claim.
- Dr. Smith sees any other Plan member (IL or AL) in his GA office; the claim is filed to GA; regular BlueCard claim filing rules apply. It is a BlueCard out-of-network claim.
Contiguous Area Example: *Scenario Six*

Provider is located in both service areas and has no contracts with either Plan.

- Dr. Smith has an office in GA in an area contiguous to AL and in AL in an area contiguous to GA.

- Dr. Smith has *no contract* with GA and *no contract* with AL.

- Dr. Smith sees a GA member in his GA office. The claim is filed to GA. It is a local GA out-of-network claim.

- Dr. Smith sees any other Plan member (IL or AL) in his GA office; the claim is filed to GA; regular BlueCard claim filing rules apply. It is a BlueCard out-of-network claim.

- Dr. Smith sees an AL member in his AL office. The claim is filed to AL. It is a local AL out-of-network claim.
Contiguous Area Example: *Scenario Six*

Provider is located in both service areas and has no contracts with either Plan.

- Dr. Smith has an office in GA in an area contiguous to AL and in AL in an area contiguous to GA.
- Dr. Smith has no contract with GA and no contract with AL.
- Dr. Smith sees a GA member in his GA office. The claim is filed to GA. It is a local GA out-of-network claim.
- Dr. Smith sees any other Plan member (IL or AL) in his GA office; the claim is filed to GA; regular BlueCard claim filing rules apply. It is a BlueCard out-of-network claim.
- Dr. Smith sees an AL member in his AL office. The claim is filed to AL. It is a local AL out-of-network claim.
- Dr. Smith sees any other Plan member (IL or GA) in his AL office; the claim is filed to AL; regular BlueCard claim filing rules apply. It is a BlueCard out-of-network claim.
Ancillary Providers Claim Filing
Ancillary Providers: *Claim Filing*

Ancillary providers’ claims are filed with the local Plan as follows:

- **Lab Provider**: Where the specimen was collected.
- **Durable/Home Medical Equipment Provider**: Where the equipment or supplies were delivered or purchased.
- **Specialty Pharmacy Provider**: Where the ordering physician is located.
Remote Ancillary Providers: *Scenario One*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in North Dakota (ND) and **contracts** with BCBS of ND.
Remote Ancillary Providers: *Scenario One*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in North Dakota (ND) and **contracts** with BCBS of ND.

- BCBS of Hawaii (HI) has a remote provider **contract** with this provider for specimens drawn in HI.
**Remote Ancillary Providers: *Scenario One***

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in North Dakota (ND) and **contracts** with BCBS of ND.

- BCBS of Hawaii (HI) has a remote provider **contract** with this provider for specimens drawn in HI.

- BCBS of Alabama (AL) member has a specimen drawn in HI.
Remote Ancillary Providers: Scenario One

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in North Dakota (ND) and contracts with BCBS of ND.

- BCBS of Hawaii (HI) has a remote provider contract with this provider for specimens drawn in HI.

- BCBS of Alabama (AL) member has a specimen drawn in HI.

- Lab provider files a claim to BCBS of HI. It is a BlueCard in-network claim.
Remote Ancillary Providers: *Scenario Two*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and contracts with BCBS of ND.
Remote Ancillary Providers: *Scenario Two*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and **contracts** with BCBS of ND.

- BCBS of HI **does not** have a remote provider **contract** with this provider for specimens drawn in HI.
Remote Ancillary Providers: *Scenario Two*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and **contracts** with BCBS of ND.

- BCBS of HI **does not** have a remote provider **contract** with this provider for specimens drawn in HI.

- BCBS of AL member has a specimen drawn in HI.
Remote Ancillary Providers: *Scenario Two*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and **contracts** with BCBS of ND.

- BCBS of HI **does not** have a remote provider **contract** with this provider for specimens drawn in HI.

- BCBS of AL member has a specimen drawn in HI.

- Lab provider files a claim to BCBS of HI. It is a BlueCard out-of-network claim.
Remote Ancillary Providers: *Scenario Three*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and **does not contract** with BCBS of ND.
Remote Ancillary Providers: *Scenario Three*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and *does not contract* with BCBS of ND.

- BCBS of HI *does not* have a remote provider contract with the lab company for specimens drawn in HI.
Remote Ancillary Providers: *Scenario Three*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and **does not contract** with BCBS of ND.

- BCBS of HI **does not** have a remote provider contract with the lab company for specimens drawn in HI.

- BCBS of AL member has a specimen drawn in HI.
Remote Ancillary Providers: *Scenario Three*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and **does not contract** with BCBS of ND.

- BCBS of HI **does not** have a remote provider contract with the lab company for specimens drawn in HI.

- BCBS of AL member has a specimen drawn in HI.

- Lab provider files a claim to BCBS of HI. It is a BlueCard out-of-network claim.
Remote Ancillary Providers: *Scenario Four*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and contracts with BCBS of ND.
Remote Ancillary Providers: *Scenario Four*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and contracts with BCBS of ND.
- BCBS of HI has a remote provider contract with the lab company for specimens drawn in HI.
Remote Ancillary Providers: *Scenario Four*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and contracts with BCBS of ND.
- BCBS of HI has a remote provider contract with the lab company for specimens drawn in HI.
- BCBS of NE has a remote provider contract with the lab company for specimens drawn in Nebraska (NE).
Remote Ancillary Providers: *Scenario Four*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and contracts with BCBS of ND.
- BCBS of HI has a remote provider contract with the lab company for specimens drawn in HI.
- BCBS of NE has a remote provider contract with the lab company for specimens drawn in Nebraska (NE).
- BCBS of AL member has a specimen drawn in HI.
Remote Ancillary Providers: Scenario Four

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and contracts with BCBS of ND.
- BCBS of HI has a remote provider contract with the lab company for specimens drawn in HI.
- BCBS of NE has a remote provider contract with the lab company for specimens drawn in Nebraska (NE).
- BCBS of AL member has a specimen drawn in HI.
- Specimen sent to the regional lab in NE for analysis.
Remote Ancillary Providers: *Scenario Four*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and contracts with BCBS of ND.
- BCBS of HI has a remote provider contract with the lab company for specimens drawn in HI.
- BCBS of NE has a remote provider contract with the lab company for specimens drawn in Nebraska (NE).
- BCBS of AL member has a specimen drawn in HI.
- Specimen sent to the regional lab in NE for analysis.
- Lab provider files a claim for the draw and the analysis to BCBS of HI. It is a BlueCard in-network claim.
Remote Ancillary Providers: *Scenario Five*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and **does not contract** with BCBS of ND.
Remote Ancillary Providers: *Scenario Five*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and does not contract with BCBS of ND.
- BCBS of HI does not have a remote provider contract with this provider for specimens drawn in HI.
Remote Ancillary Providers: *Scenario Five*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and does not contract with BCBS of ND.
- BCBS of HI does not have a remote provider contract with this provider for specimens drawn in HI.
- BCBS of NE has a remote provider contract with this lab company.
Remote Ancillary Providers: *Scenario Five*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and **does not contract** with BCBS of ND.
- BCBS of HI **does not** have a remote provider contract with this provider for specimens drawn in HI.
- BCBS of NE has a remote provider contract with this lab company.
- BCBS of AL member has a specimen drawn in HI.
Remote Ancillary Providers: *Scenario Five*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and **does not contract** with BCBS of ND.
- BCBS of HI **does not** have a remote provider **contract** with this provider for specimens drawn in HI.
- BCBS of NE has a remote provider **contract** with this lab company.
- BCBS of AL member has a specimen drawn in HI.
- Specimen sent to the regional lab in NE for analysis.
Remote Ancillary Providers: *Scenario Five*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and **does not contract** with BCBS of ND.
- BCBS of HI **does not** have a remote provider contract with this provider for specimens drawn in HI.
- BCBS of NE has a remote provider contract with this lab company.
- BCBS of AL member has a specimen drawn in the BCBS of HI.
- Specimen sent to the regional lab in NE for analysis.
- Lab provider files a claim for the draw and the analysis to BCBS of HI. It is a BlueCard out-of-network claim.
Remote Ancillary Providers: *Scenario Six*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and contracts with BCBS of ND.
Remote Ancillary Providers: *Scenario Six*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and contracts with BCBS of ND.

- Both California Plans: Anthem Blue Cross and Blue Shield of California have remote provider contracts with this provider.
Remote Ancillary Providers: *Scenario 6*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and contracts with BCBS of ND.

- Both California Plans: Anthem Blue Cross and Blue Shield of California have remote provider contracts with this provider.

- BCBS of AL member has a specimen drawn in California (overlapping service area).
Remote Ancillary Providers: *Scenario Six*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and contracts with BCBS of ND.

- Both California Plans: Anthem Blue Cross and Blue Shield of California have remote provider contracts with this provider.

- BCBS of AL member has a specimen drawn in California (overlapping service area).

- Lab provider files a claim to either Blue Plan in California. It is a BlueCard, in-network claim.
Remote Ancillary Providers: *Scenario Seven*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and contracts with BCBS of ND.
Remote Ancillary Providers: *Scenario Seven*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and contracts with BCBS of ND.

- Anthem Blue Cross (CA) has a remote provider contract with this provider. BS of CA does not have a remote provider contract with this provider.
Remote Ancillary Providers: *Scenario Seven*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and contracts with BCBS of ND.
- Anthem Blue Cross (CA) has a remote provider contract with this provider. BS of CA does not have a remote provider contract with this provider.
- BCBS of AL member has a specimen drawn in California (overlapping service area).
Remote Ancillary Providers: *Scenario Seven*

Note: The following scenarios are applicable to ancillary providers (Lab, DME/HME and Specialty Pharmacy).

- Lab provider is located in ND and contracts with BCBS of ND.

- Anthem Blue Cross (CA) has a remote provider contract with this provider. BS of CA does not have a remote provider contract with this provider.

- BCBS of AL member has a specimen drawn in California (overlapping service area).

- Lab provider files a claim to Anthem BC (CA). It is a BlueCard in-network claim.
Air Ambulance Claim Filing: *Example*

- An air ambulance company located in Nebraska picked up an Illinois member in Wyoming and transported the member to Colorado.

- The provider should file the claim to Blue Cross and Blue Shield of Nebraska.
Dental Claims

- Dental claims are excluded from BlueCard, except for:
  - Dental-related services covered under the member’s medical benefits.

- Member ID cards for standalone dental do not display an alpha prefix.

- Follow claim filing instructions on the back of the member ID card.
Pharmacy and Vision Claims

• Pharmacy and vision benefits can be administered by the member’s Blue Plan or by the intermediary (e.g., Davis Vision, Caremark)

• Claims for prescription drug benefits and vision benefits delivered through an intermediary are filed with the intermediary.

• Claims for prescription drug benefits and vision benefits that are *not* delivered through an intermediary should be filed to BlueCross BlueShield of Tennessee.
  
  – This includes claims for medical vision services covered under the member’s medical benefits.
Telemedicine Claims

- Telemedicine is the transmitting and receiving of patient’s clinical data via electronic communication for the purpose of analysis and interpretation.

- Telemedicine includes, but it not limited to, telephonic services, internet services and radiology.

- Telemedicine claims are filed based on where the services are rendered, which is with the Plan in whose service area the provider is physically located.