Last updated 3/25/2016

Electronic Claims Submissions
Frequently Asked Questions

1. ***How do I begin submitting electronic claims?***
   You can enroll to submit electronic claims through our website, bcbst.com, where you are required to complete an Electronic Provider Profile Form. Visit the eBusiness page at www.bcbst.com/providers/ebusiness/getting-started-with-ebusiness.page.

2. ***If I'm currently submitting paper claims, how can I transition to electronic claims submission?***
   You have several options to consider when you begin submitting electronic claims. The preferred option is to use Electronic Data Interchange (EDI) to submit claims directly or use a vendor or clearinghouse to do so.

3. ***What if Electronic Data Interchange is not an option in my office?***
   If you have a computer with internet access, the Real Time Claims Adjudication (RTCA) process can be used to submit claims electronically. This tool is located in BlueAccessᔆᴹ, our secure provider portal located at bcbst.com/providers.

4. ***What is Real Time Claims Adjudication?***
   Real Time Claims Adjudication (RTCA) is an online tool that allows providers to submit medical claims and estimate member liability. BlueCard member information is not currently available. The RTCA tool is available to registered BlueAccess users.

5. ***How do I register for BlueAccess?***
   Simply go to bcbst.com/providers and click on "Log In/Register To BlueAccess." Select "Register Now" at the bottom of the sign-in box and then click on "Provider." **Note:** You will need a BlueCross Provider Number. To get your provider number or set one up, please call 1-800-924-7141. Complete the registration form (the password is case-sensitive) and select the appropriate user role (Office Management, Practitioner, Office Staff or Other). For more detailed information on registration, follow the steps outlined here: http://www.bcbst.com/providers/ecomm/ebusinessMarketing/BlueAccess-Registration-Instructions.pdf.

6. ***Can I submit corrected and secondary claims to BlueCross electronically?***
   Yes, we accept both corrected and secondary claims electronically. Instructions for each process are available on our website.

Corrected Claims:
http://www.bcbst.com/providers/ecomm/bcbst_5010/5010_Corrected_Claims.pdf

Secondary Claims:
http://www.bcbst.com/providers/ecomm/bcbst_5010/Electronic_Secondary_Claim_Guideline.pdf

7. ***Can I send paper documentation (medical records) to support an electronic claim?***
Yes, paper documentation can be sent by fax when necessary to support an electronic claim. The documentation should be identified by using the PWK06 (paperwork) segment (Loop 2300) and sent with a PWK Fax Coversheet. We will match the documentation to your electronic claim and use it for claims processing and payment.

The PWK Fax Coversheet and additional PWK information can be found online:
http://www.bcbst.com/docs/providers/PWK-Coversheet.pdf
http://www.bcbst.com/docs/providers/Supplemental-EDI-Information.pdf

8. ***Do I have to use a clearinghouse to submit electronic claims?***
You may submit electronic claims directly or use a vendor/clearinghouse of your choice. BlueCross accepts claims from third parties, as long as they communicate and transfer information to us per our requirements.

9. ***How does my vendor register to send electronic claims to BlueCross?***
If you are using a software vendor, billing agent or clearinghouse that is not currently submitting electronic claims to BlueCross, please refer them to our eBusiness User Guide for instructions on how to register:
www.bcbst.com/providers/ecomm/technical-information.shtml.

10. ***Does BlueCross require all claim types be submitted in an electronic format?***
Yes, BlueCross providers are now required to submit all claim types in electronic format. We recognize some manual processes still exist for complicated scenarios, such as transplants. We will work with providers to streamline submission processes to the best of our ability. Claims originating from members are not part of this requirement.

11. ***Where can I find more information about electronic claims submission?***

For Questions About	Resource	Contact Information
Enrollment – Obtaining forms, status or modification of demographic information	eBusiness Enrollment/System Configuration	Phone: 1-800-924-7141 *(Voice options: "Contracting" then "Enrollment")* Fax: (423) 535-7523 ecomm_sysconfig@bcbst.com M – F, 8 a.m. to 6 p.m. (ET)

Marketing – Website use (claim status inquiry, member benefits and eligibility inquiry, pre-authorization submission, claim submission, real time claim adjudication)	eBusiness Marketing	Phone: (423) 535-3057 Fax: (423) 535-3334 eBusiness_Marketing@bcbst.com M – Th, 8 a.m. to 6 p.m. (ET) F, 9 a.m. to 6 p.m. (ET)
Technical Support - Connectivity, specifications format, electronic claims submission and/or claim acknowledgement reports, electronic remittance advice, EFT, bcbst.com, BlueAccess , RTCA or any additional technical questions or assistance	eBusiness Service Center	Phone: (423) 535-5717, Option 2 Fax: (423) 535-1922 eBusiness_service@bcbst.com M – Th, 8 a.m. to 6 p.m. (ET) F, 9 a.m. to 6 p.m. (ET)