

# Welcome to BlueCard

**The national BlueCard® Program allows BlueCross BlueShield (or Blue) plan members to receive healthcare services while traveling or residing in another Blue plan's service area.**

There are more than 3 million Blue plan members with out-of-state coverage living in California, plus those traveling here, who can access medical services from providers like you.

BlueCard links providers contracted with Blue Shield of California to all Blue plans nationwide, via one electronic network for claims processing and reimbursement. This simplified process allows you to submit claims for out-of-state Blue plan members to Blue Shield of California.

When an out-of-state Blue plan member residing or traveling in California seeks medical care, here's how the process works:



Collect insurance information/copy member's Blue plan ID card



Verify the member's benefits and eligibility



Confirm if prior authorization is needed



Provide care to member



Confirm which California Blue plan can process your claims



Submit claim to Blue Shield of California



Receive an Explanation of Benefits and applicable payment from Blue Shield of California



## When an out-of-state Blue plan member seeks care, here's what to do:

### 1 Check the member's Blue plan ID card.

Most Blue plan member ID cards begin with "BlueCross BlueShield" and the state name, although some Blue plans have unique names. You can identify all Blue plan members by three items on their ID card:

- Blue-branded logo
- Three-character prefix that precedes the ID number
- Suitcase symbol

### 2 Verify the patient's eligibility and benefits.

Log in to [blueshieldca.com/provider](https://blueshieldca.com/provider) and click on *Check Eligibility of Blue Plan Members* in the BlueCard Program section. Select the *Other Blue Plan* card type and the member type (subscriber or dependent), and complete the required fields. You'll receive the member's eligibility and benefits information within 45 seconds, or we'll send a response to your Message Center (click the *Message Center* link at the top of the page to view it).

Or, call BlueCard Eligibility at (800) 676-BLUE (2583). Your call will be transferred to the member's Blue plan. Please have a copy of the member's ID card handy when you call.

### 3 Confirm whether prior authorization is needed.

Log in to [blueshieldca.com/provider](https://blueshieldca.com/provider). Click on the *Pre-Service Review for Out-of-Area Members* link within the Authorizations section. You have choices to assist you in obtaining the necessary authorization information:

- Medical Policy Information – Select this option to obtain the medical policy for a service.
- Prior Authorization Information – Select this option to determine if pre-service review and prior authorization are required for a service.
- Electronic Provider Access – select this option to submit a pre-certification and prior authorization request.

Or, call the pre-authorization number on the back of the member's ID card to request authorization from the member's Blue plan.

### 4 Determine where to send the claim using our Claims Routing Tool.

Our Claims Routing Tool instantly helps you determine where to send your claim. To access the tool, go to [blueshieldca.com/provider](https://blueshieldca.com/provider) and click on *Access Claims Routing Tool* within the BlueCard Program section. Enter the member's three-character prefix and date of service, and you'll be shown where to send your claim.

Please note: California has two Blue plans that support the BlueCard Program and can process BlueCard claims. The majority of BlueCard claims – hospital, professional or ancillary – can be processed by Blue Shield of California. To confirm which California Blue plan can process your BlueCard claims, use the Claims Routing Tool.

### 5 Submit the claim.

For faster processing, submit your claims electronically to Blue Shield. We also offer a free clearinghouse and a list of approved vendors. Access this information within the *Claims* tab at [blueshieldca.com/provider](https://blueshieldca.com/provider). For details about electronic claims submission, contact our Electronic Data Interchange (EDI) team at (800) 480-1221 or [EDI\\_BSC@blueshieldca.com](mailto:EDI_BSC@blueshieldca.com).

If you need to send paper BlueCard claims, mail them to:

Blue Shield of California  
BlueCard Program  
P.O. Box 1505  
Red Bluff, CA 96080-1505

### 6 Your claim is processed.

On average, we process clean electronic BlueCard hospital claims in 6.5 days and professional claims in 3 days. To check your BlueCard claim's status, log in to [blueshieldca.com/provider](https://blueshieldca.com/provider) and click on the *Search BlueCard Claims* link within the BlueCard Program section, or call our BlueCard Customer Service team at (800) 622-0632.

### Questions?

For more information and step-by-step instructions from our online tutorials, visit **[blueshieldca.com/provider](https://blueshieldca.com/provider)**. If you have BlueCard claims inquiries, contact our BlueCard Customer Service team at **(800) 622-0632**.