BlueCard® Program Tutorial

Claims Routing Tool

Use the Claims Routing Tool to instantly find where to send your BlueCard claim for processing

After completing the Claims Routing Tool tutorial, you will be able to:

- Find out which California Blue plan should receive your BlueCard claim.
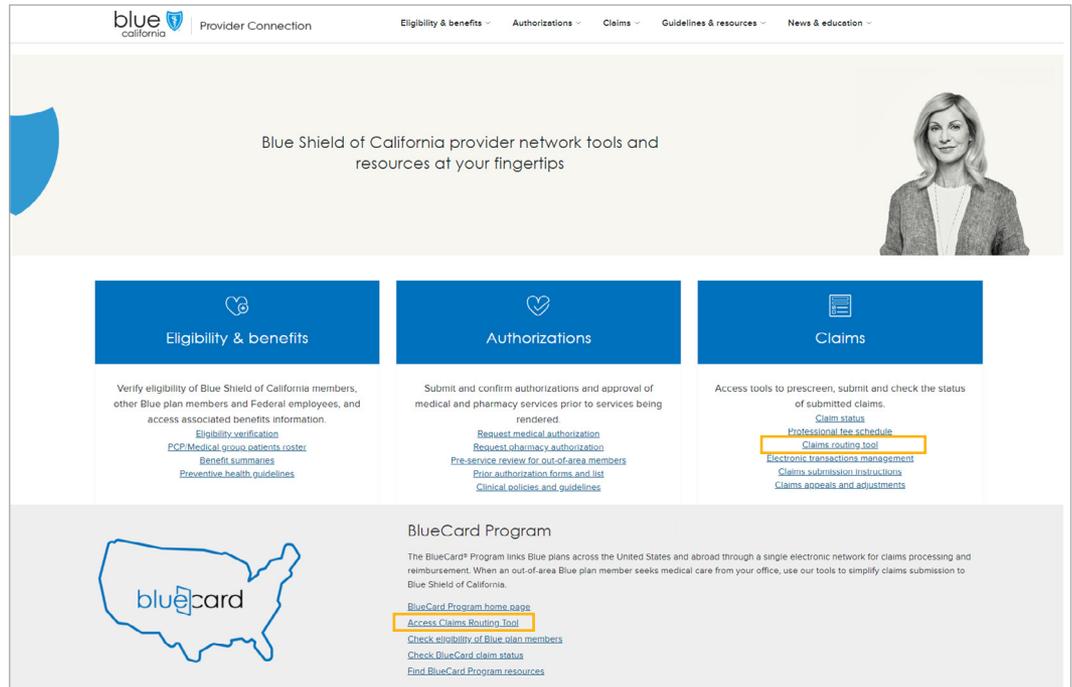
- Obtain the correct mailing address for your claim.

Provider Connection home page

To find the Claims Routing Tool, simply:

① Visit Provider Connection at blueshieldca.com/provider

② Click **Claims routing tool** in the "Claims" section or **Access Claims Routing Tool** in the "BlueCard Program" section
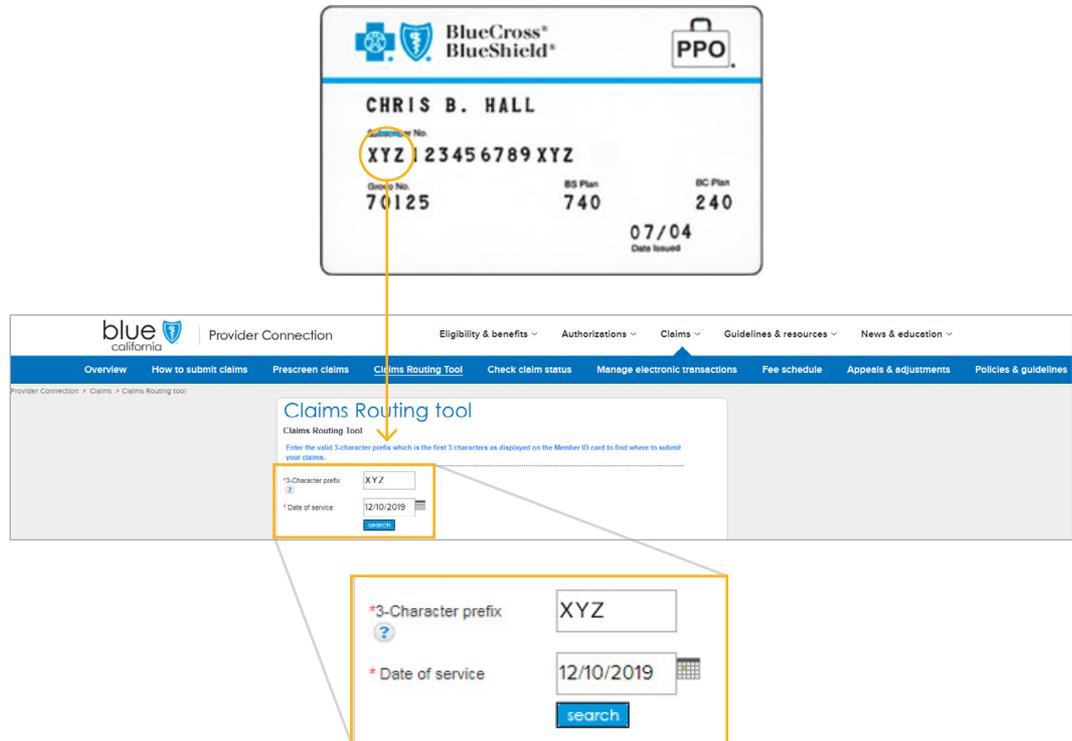
How to use the Claims Routing Tool

In the Claims Routing Tool, enter the **three-character prefix** found on the member's ID card and the **date of service**. Then click *Search*.

Note: To save you time, the current date is pre-populated.

To change the date, you can delete and enter a new date, or use the calendar feature.

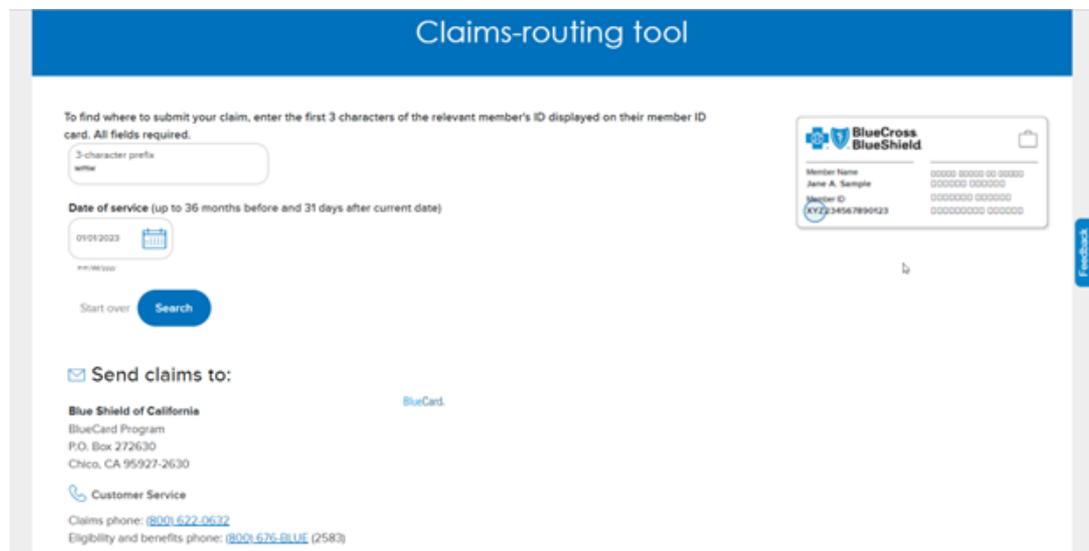*Different results may occur for different dates of service.*

Mailing address and customer service numbers

Search results will display the name of the California Blue plan that can process your claim.

The result for claims processed by Blue Shield of California will display our **claims mailing address** and **customer service numbers**.

Tip: You can also use the Claims Routing Tool for local commercial, Federal Employee Program (FEP), and Medicare claims.

Send claims to: BlueCard Program, P.O. Box 272630, Chico, CA 95927-2630
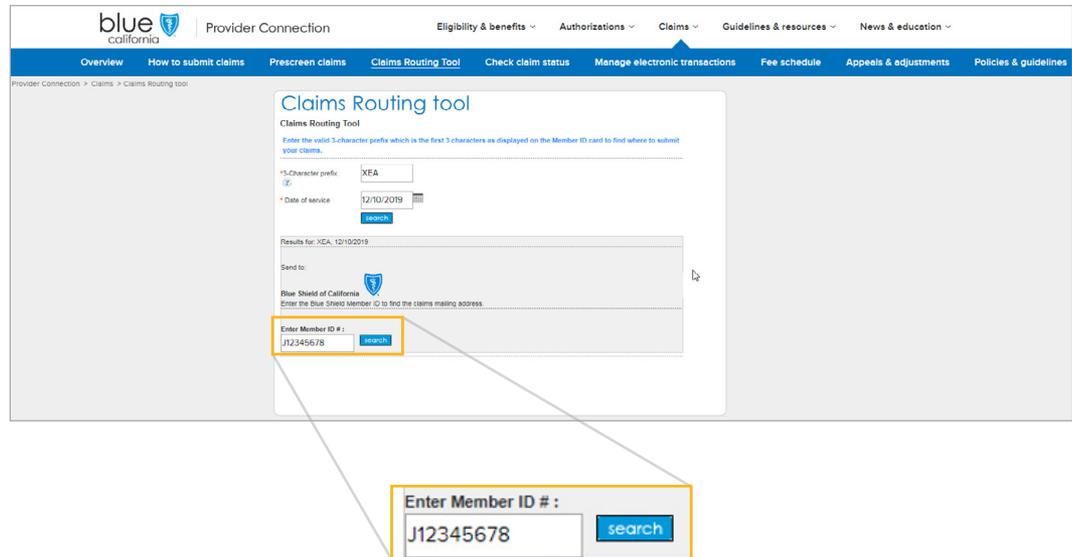
Customer Service:
Claims phone: (800) 622-0632
Eligibility and benefits phone: (800) 676-BLUE (2583)

Entering the ID number

For most local Blue Shield of California members, you will be prompted to enter the **member's complete ID number** to obtain the appropriate claims mailing address.

Note: Alpha prefixes XEA through XEZ represent local Blue Shield of California accounts.

Conclusion

Congratulations! You have completed the Claims Routing Tool tutorial.

We encourage you to continue your learning. The <u>BlueCard Tutorials web page</u> contains other informative BlueCard tutorials, plus additional resources you may find helpful.

For questions related to:

- BlueCard eligibility: **(800) 676-BLUE (2583)**

- BlueCard Claims Unit: **(800) 622-0632**

- Authorization requests: Visit blueshieldca.com/provider. On the home page, under Authorizations, click *Pre-service review for out-of-area members*. You may also call the Medical Management number printed on the member's ID card

- Web technical support: **(800) 541-6652**

BlueCard claims mailing address:

Blue Shield of California
BlueCard Program
P.O. Box 272630
Chico, CA 95927-2630

Your online resources for:

- <u>Member eligibility</u>

- <u>Authorization requests</u>

- <u>Claims status</u>