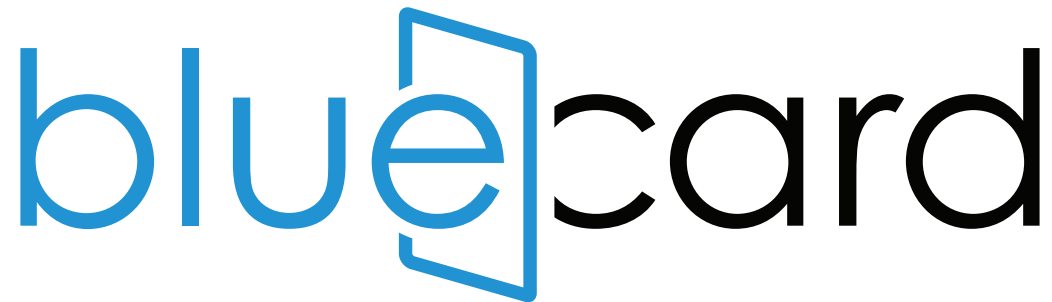


BlueCard Program guide



Welcome to BlueCard Program

The BlueCard Program is a national program that allows Blue plan members to obtain healthcare services in another Blue plan service area.

Advantages of submitting BlueCard® Program claims to Blue Shield of California

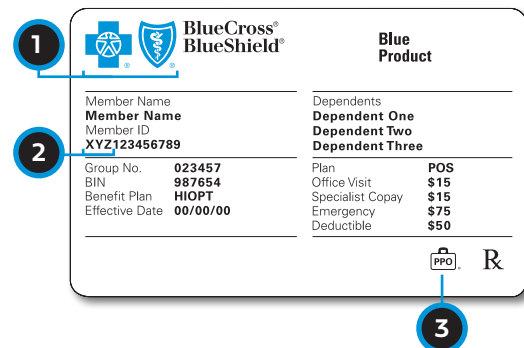
We offer:

- Streamline operational processes with our online tools
- Online access to other state Blue plan member eligibility, benefits, and share of costs
- Access to authorization online resources and request tools
- Timely claims processing
- Online training, education, and resources
- Training, educational resources, including BlueCard Customer Service team to support your BlueCard transactions.

Identifying Blue plan members

Here's what to look for on any Blue plan ID card:

- 1 Check for one or both of the Blue plan logos.
- 2 Find the three-character prefix that begins the subscriber ID.
- 3 Look for the suitcase symbol (with or without "PPO" inside the suitcase).



Provider Connection tools

Provider Connection is your online resource for tools that can make your BlueCard experience faster and easier. Log in to *Provider Connection* at blueshieldca.com/provider.

Our *Provider Connection* tools help you:

- Verify eligibility and benefits
- Request authorization directly from a member's Blue plan website
- Route claims to the correct plan using our Claims Routing Tool
- Check detailed claims status and obtain Explanation of Benefits
- Access BlueCard training materials

Eligibility and benefits

It's easy to verify a Blue plan member's eligibility, benefits and confirm their share of costs.

Follow these steps:

1. Log in at blueshieldca.com/provider.
2. Click on the **Eligibility & Benefits** tab.
3. Select the **Other Blue Plan** card type.
4. Choose the patient's type (subscriber or dependent).
5. Complete the required fields.
6. Click on **Search**.

You'll receive information on a member's eligibility within 45 seconds, or a response will be sent to your Message Center.

Once you receive the response, you can identify the appropriate California Blue plan and address for claim submission.

Or call BlueCard Eligibility at **(800) 676-BLUE**

Authorization information

Authorization of medical services for other state Blue plan members is provided by the member's Blue plan. Providers can contact the member's Blue plan by calling the designated telephone number of the Health Care Services department located on the back of the member's ID card or

Access other state Blue plans:

- Medical policies
- Authorization requirements and pre-certification policies and
- Request authorizations

To utilize the Electronic Provider Access (EPA) tool:

1. Log in to blueshieldca.com/provider.
2. Click on the *Pre-Service Review for Out-of-Area Members* link within the *Authorizations* section.
3. Choose from the available options.
4. Enter the patient's three-character prefix.
5. Enter the requesting provider practice location and National Provider Identifier (NPI).
6. Identify if you are a Blue Shield of California contracted provider.
7. Click **Search**.

Our website will instantly transfer you to the member's Blue plan website, where you can begin your request.

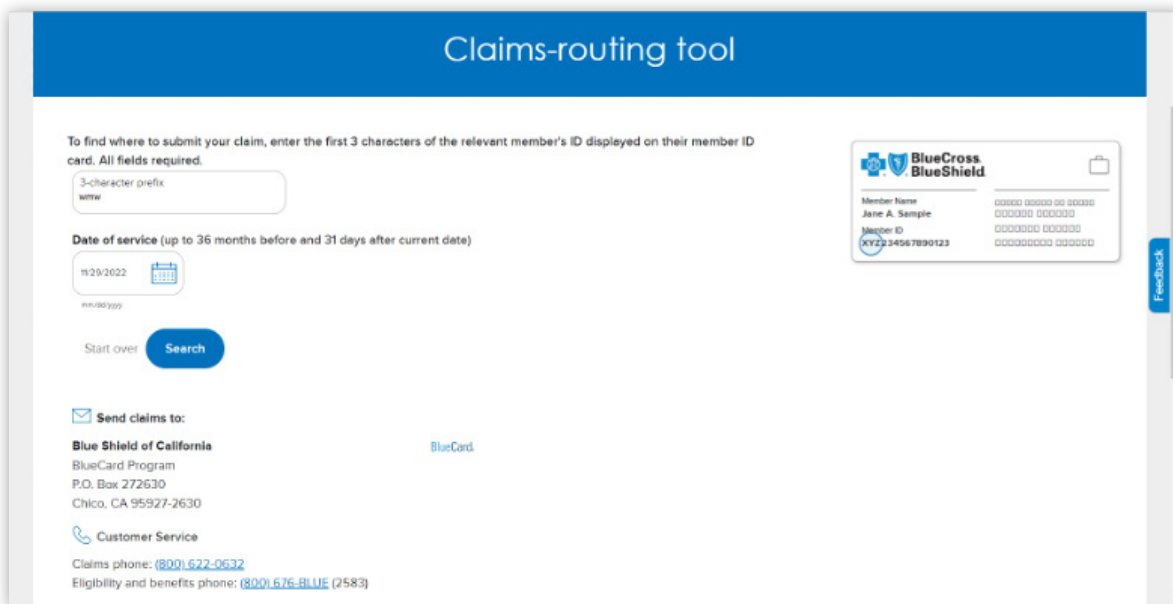
Claims Routing Tool

We can help you instantly identify where to submit your BlueCard claims. The Claims Routing Tool advises you if claims can be processed by Blue Shield of California and provides the Blue Shield claims mailing address.

This tool is simple to use:

1. Log in to **blueshieldca.com/provider**.
2. Click on *Claims Routing Tool* within the Claims section.
3. Enter the member's three-character prefix and date of service.
4. Click on *Search*.

The system will instantly show you where to send the claim.



The screenshot shows the 'Claims-routing tool' interface. At the top, a blue header contains the title 'Claims-routing tool'. Below the header, a text box instructs the user: 'To find where to submit your claim, enter the first 3 characters of the relevant member's ID displayed on their member ID card. All fields required.' There are two input fields: '3-character prefix' with the value 'WTH' and 'Date of service (up to 36 months before and 31 days after current date)' with the value '11/29/2022'. A 'Search' button is located below these fields. To the right of the input fields is a 'BlueCross BlueShield' member ID card for 'Jane A. Sample' with member ID 'XYZ1234567890123'. Below the search fields, there is a 'Send claims to:' section with a 'Blue Shield of California' logo and address: 'BlueCard Program, P.O. Box 272630, Chico, CA 95927-2630'. A 'Customer Service' section provides phone numbers: '(800) 672-0632' for claims and '(800) 676-BLUE (2583)' for eligibility and benefits. A 'Feedback' button is visible on the right side of the interface.

Claims status

The Claims page provides you with access to current and historical BlueCard claims that we have processed. You'll find up to 24 months of claims history.

To access BlueCard claims status on Provider Connection:

1. Log in to **blueshieldca.com/provider**.
2. Click on the *Claims* status link within Claims section.
3. Choose from three options to search for your member claim:
 - Subscriber ID
 - Patient name and date of birth
 - Your patient account number
4. Click *Search*.

Contact information

Electronic claims

For faster claims processing, submit your claims electronically. Blue Shield offers a free clearinghouse that you can access from the *Claims* page on *Provider Connection*.

BlueCard correspondence

Mailing Address

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

Phone contacts

- BlueCard eligibility and benefits questions: **(800) 676-BLUE**
- General BlueCard claims questions: **(800) 622-0632**
- Electronic claims assistance: **(800) 480-1221**
- Website assistance: **(800) 541-6652**

For BlueCard training and education, email bluecardmarketing@blueshieldca.com or, visit blueshieldca.com/provider.