



Blue Shield of California Tandem PPO Network Tools & Tips

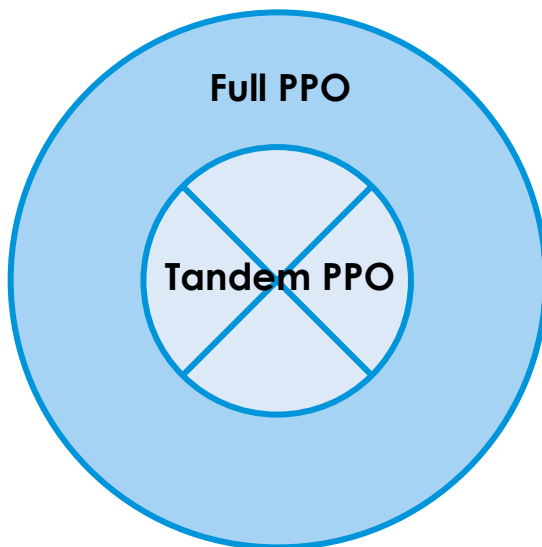


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Difference between Full PPO and Tandem PPO networks

The Tandem PPO Network and Full PPO Network are different networks, and just because a provider is participating in the Full PPO Network, does not automatically mean they are participating in the Tandem PPO Network.



2021 Blue Shield Tandem PPO plan names

Tandem PPO plans for large groups with 101 or more employees

Tandem PPO Combined Deductible 0-250 90/70	Tandem PPO Split Deductible 0-500 80/60
Tandem PPO Combined Deductible 10-250 90/70	Tandem PPO Split Deductible 0-1750 80/60
Tandem PPO Combined Deductible 0-400 90/70	Tandem PPO Split Deductible 10-250 90/70
Tandem PPO Combined Deductible 15-250 90/70	Tandem PPO Split Deductible 20-500 80/60
Tandem PPO Combined Deductible 20-200 90/70	Tandem PPO Split Deductible 25-750 80/60
Tandem PPO Combined Deductible 20-250 80/60	Tandem PPO Split Deductible 30-1500 80/50
Tandem PPO Combined Deductible 25-250 80/60	Tandem PPO Split Deductible 35-1000 80/60
Tandem PPO Combined Deductible 0-250 80/60	Tandem PPO Split Deductible 40-3000 70/50
Tandem PPO Combined Deductible 25-250 90/60	Tandem PPO Savings Embedded Deductible 3000
Tandem PPO Combined Deductible Value 10-1000 90/70	Tandem PPO Savings Embedded Deductible 4425
Tandem PPO No Network Deductible 10 100/50	

2021 Tandem PPO plan names continued

Tandem EPO plans for large groups with 101 or more employees
Tandem EPO Per Admit 10-250
Tandem EPO Zero Admit 20
Tandem EPO Zero Admit 30
Tandem EPO Facility Coinsurance 20-20%

2021 Tandem PPO plan names continued

Tandem PPO plans for small groups with 1 to 100 employees

Tandem Bronze PPO 6250/70 (Off-Exchange)	Tandem Platinum PPO 0/10 (Off-Exchange)
Tandem Bronze PPO 6850/65 (Off-Exchange)	Tandem Platinum PPO 250/10 (Off-Exchange)
Tandem Bronze PPO 7500/50 (Off-Exchange)	Tandem Platinum PPO 250/15 (Off-Exchange)
Tandem Silver PPO 1950/50 (Off-Exchange)	Tandem Bronze PPO Savings 5700/40% (Off-Exchange)
Tandem Silver PPO 2225/50 (Off-Exchange)	Tandem Bronze PPO Savings 7000 (Off-Exchange)
Tandem Silver PPO 2400/55 (Off-Exchange)	Tandem Silver PPO Savings 2100/25% IND (Off-Exchange)
Tandem Gold PPO 0/25 (Off-Exchange)	Tandem Silver PPO Savings 2100/25% FAM (Off-Exchange)
Tandem Gold PPO 500/30 (Off-Exchange)	Tandem Silver PPO Savings 2600/35% IND (Off-Exchange)
Tandem Gold PPO 750/30 (Off-Exchange)	Tandem Silver PPO Savings 2600/35% FAM (Off-Exchange)
Tandem Gold PPO 1200/35 (Off-Exchange)	Tandem Gold PPO Savings 1750/15% IND (Off-Exchange)
Tandem Platinum PPO 0/0 (Off-Exchange)	Tandem Gold PPO Savings 1750/15% FAM (Off-Exchange)

Checking your Tandem PPO Network participation ensures:

- Members can find you on [Find a Doctor](#)
- Members are not turned away by Tandem contracted providers
- Full PPO providers don't unknowingly provide out-of-network services resulting in bills sent to Tandem members for remaining balances
- Providers and Tandem members can make in-network referrals to avoid out-of-network member claims



How to check provider participation in the Tandem Network

You can either:

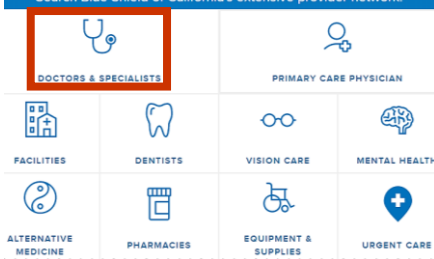
- Contact your IPA or medical group
- Call Provider Information and Enrollment at (800) 258-3091
- Contact your Blue Shield Contract Manager (for hospitals and other facilities)

Or use [Find a Doctor](#) and follow these steps:

1 Choose a provider type (e.g., Doctors & Specialists).

What are you looking for?

Search Blue Shield of California's extensive provider network.



2 Select *Continue as a guest*.

Get personalized search results

Log in to get personalized search results for doctors, dentists, hospitals, urgent care, and more.

Log in

Help us help you

Creating an account is quick and easy. With an account, you can access and manage your health care plan and information.

Create an account

Continue as a guest

3 Enter the provider's ZIP code and click *Continue*.

Where are you located?

A search bar with a magnifying glass icon and a red rectangular box around it. Below the search bar are two links: 'Use Current Location' with a location pin icon and 'Search Outside U.S.' with a globe icon. A blue 'Continue' button is positioned below the links.



How to check provider participation in the Tandem Network

4 Click *Select a plan*.

Get personalized search results

Select a plan to show providers in that network

Select a plan

Show popular plans

Show all results

5 Select either “Employer Group Plans” or “Small Business Tandem PPO” as the *Plan type* and any Tandem PPO plan as the *Subplan*.

Find your plan

Plan year

Select the year you want your coverage to start

2021

Plan type

2021 Employer Group Plan(101+ Employees)

Subplan

Tandem PPO

Continue with this plan

6 Search by provider's last name and then click the provider's name and scroll down for in-network verification.

< Search Doctors

Tandem PPO

☐ Doctor Type ☒ Doctor Name

Enter last name

search

7 Doctors found within 15 Miles. of San Francisco, CA 94116, USA

You may need to narrow your search radius by clicking on these options then scroll down to click Apply.

How to update your provider demographic information

- 1 [Provider Connection](#) Account Managers just need to click the link at the top of their screen to update their provider demographic information.

Provider Connection

Log out | Message center

Account management

- 2 Scroll down to the *Provider demographic information* section and click *Update your provider's information*.

Account management

Provider demographic information

Update this information regularly! It appears on your provider's page in our Find a Doctor search. Our members rely on this information, including office hours and whether a doctor is accepting new patients.

[Update your provider's information](#)



How to update your provider demographic information

3

Click the icons to update information.

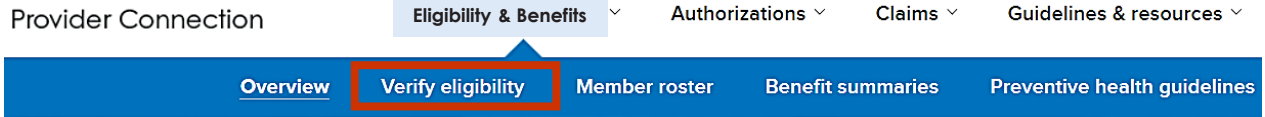
Demographic and billing details

<h3>Provider details</h3> <p>Provider name</p> <p>Provider type</p> <p>Blue Shield provider ID (PIN)</p> <p>PIN assignment date</p> <p>National Provider Identifier (NPI)</p> <p>Primary specialty</p> <p>Other specialties</p> <p>Accepting new patients</p>	<h3>Location details</h3> <p>Physical address</p> <p>Phone</p> <p>Fax</p> <p>Email</p> <p>Office hours</p> <p>Wheelchair access</p>
<h3>Languages</h3> <p>Clinical staff languages</p> <p>Medical interpreter languages</p>	<h3>Additional information</h3> <p>Areas of special expertise</p> <p>Telehealth capability</p>
	<h3>Billing information</h3> <p>Billing address</p> <p>Tax ID for claims processing</p>

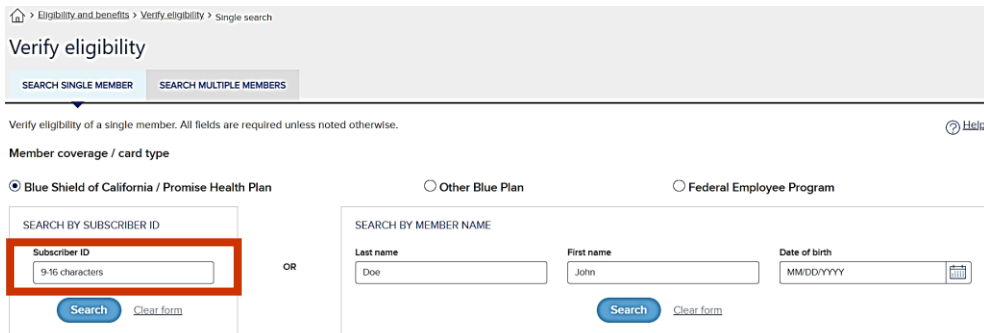
Check patients for Tandem eligibility before providing care

You can verify eligibility: On member ID cards • By calling Provider Customer Service at (800) 541-6652 • By asking all new Blue Shield patients to name their specific plan as it appears on their Blue Shield member ID card • or Online at [Provider Connection](#):

1 Under the *Eligibility & Benefits* tab, click *Verify Eligibility*



2 Enter the *Subscriber ID* **or** - the *Last name, First name, and Date of birth* – then click *Search* to display the member's record



How to verify patient eligibility, continued

3

If the member has a Tandem plan, it will display in the *Plan type* column.

Blue Shield of California Search Results

Information is valid and up to date as of: 5:14 PM 10/03/2015

Patient Name	Subscriber ID	Relationship	Plan Type	Effective/End Date	Copay for In-Network Physician Office Visit	Portion of individual in-network deductible met YTD	Details
NAME DOB: 01/19/1981	AAA111111111 1	Subscriber – 00	Tandem	10/06/2014 to Present	In network: \$20 Details Not subject to deductible Applies to annual copay max. Out-of-network information	No deductible for this plan	<ul style="list-style-type: none">• Quickview• Eligibility• Benefits• PCP• Claims• Authorizations• Member ID Card

The *Details* column on the far right provides options for drilling deeper into the member's eligibility, benefits, claims, etc. There's also a link to the member's ID card.

Tandem member ID card example

The diagram shows a member ID card for blue of california. It contains the following information:

Subscriber		Group #	GR000121
MEMBER'S NAME		Effective	02/01/2017
ID# XNK000000000		Coverage	INDIVIDUAL
Network Name Tandem PPO		Plan Type	PPO
		RxBIN	600428
		RxPCN	01910000
		TANDEM\$200	

Arrows indicate the following points of interest:

- An arrow points from the ID# **XNK000000000** to the first explanatory box.
- An arrow points from the Network Name **Tandem PPO** to the second explanatory box.
- An arrow points from the **TANDEM\$200** plan name to the third explanatory box.

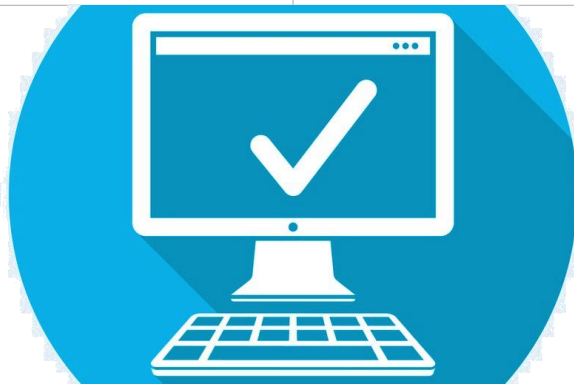
All current Tandem member IDs begin with "XNK."

The "Network Name" appears on some versions of the member ID card, but not all versions, so always check member eligibility before providing non-emergency services.

The member's plan name appears here on all member ID cards.

Ensure Tandem member claims are processed as in-network

Claims may be processed as out of network if:	How to avoid:
An individual provider is contracted with the Tandem PPO Network, but the medical group is not, and services are billed using the group Tax ID instead of the individual provider's Tax ID.	If the individual provider participates in the Tandem PPO Network, use the individual provider's SSN/EIN/TIN on the claim.
A medical group is contracted with the Tandem PPO Network, but a provider also has an individual agreement and uses the individual provider's Tax ID instead of the medical group's Tax ID.	If the medical group participates in the Tandem PPO Network, use the medical group's SSN/EIN/TIN on the claim.
A medical group or provider doesn't participate in the Tandem PPO Network at all its locations, and a provider renders services at a location that is not participating in the Tandem PPO Network.	Be sure claims reflect the Group or Provider TIN for the locations participating in the Tandem PPO Network.



Provider education

blueshieldca.com/provider.com



Provider Connection

Eligibility & benefits ▾

Authorizations ▾

Claims ▾

Guidelines & resources ▾

News & education ▾

Overview

Register for webinars

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News and announcements



News and education

Attend live webinars, view recorded webinars and tutorials, and access other educational materials and news on topics important to you and your organization.

[Provider webinars](#) | [Using this website](#) | [Tools and tutorials - Working with Blue Shield](#) | [Tools and tutorials - Patient care and programs](#) | [News and announcements](#)

Click the Provider Education links to ...

- [Register for webinars](#).
- View tools on topics related to you, your patients, and Blue Shield.
- Read Blue Shield [news and announcements](#).

Information



For...	Call...
Authorizations, billing, eligibility, benefits, claims, and website issues	Provider customer service help line: (800) 541-6652
Network confirmation and contract questions	Provider information and enrollment: (800) 258-3091
For hospitals, please contact your Blue Shield Contract Manager	