

BlueCard® Program Tutorial

Access Claims

You can securely access your BlueCard claims processed by Blue Shield of California on Provider Connection

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

- Check BlueCard claim status by member, payment, or claims activity
- Create custom reports
- Locate helpful claims resources
- Obtain Explanation of Benefits (EOB)



home



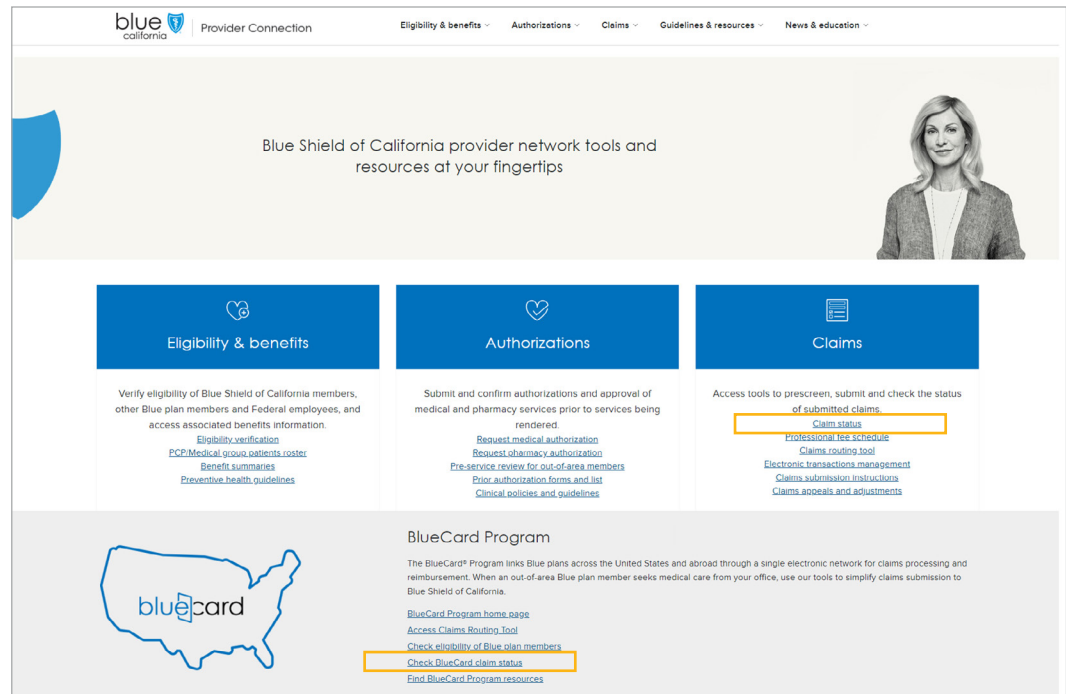
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Provider Connection home page

To find your BlueCard claim processed by Blue Shield of California:

- 1 Visit Provider Connection at blueshieldca.com/provider.
- 2 Click **Claim status** in the "Claims" section or **Check BlueCard claim status** in the "BlueCard Program" section.



Search claim status by member

To search claim status for an other state Blue plan member, you have **three options** to choose from:

- ① Enter the **member's subscriber ID number** (including the three-character prefix).
- ② Enter the **member's last name, first name, and date of birth.**
- ③ Enter **your patient's account number.**

The screenshot shows the 'Check Claim Status' page on the bluecard website. The page has a navigation bar with links like 'Overview', 'How to submit claims', 'Prescreen claims', 'Claims Routing Tool', 'Check claim status', 'Manage electronic transactions', 'Fee schedule', 'Appeals & adjustments', and 'Policies & guidelines'. The main content area is titled 'Check Claim Status' and includes tabs for 'Member', 'Payment', and 'Claims Activity'. Below the tabs, there are radio buttons to select the claim type: 'Medical Claims' (selected) and 'Dental Claims (PEP only)'. A section titled 'Enter patient information to search for claims' contains several input fields: '* Subscriber ID', '* Last Name', '* First Name', '* Date of Birth', and '* Patient Account Number'. Each field has a 'search' button below it. Callout 1 points to the 'Subscriber ID' field. Callout 2 points to the 'Last Name', 'First Name', and 'Date of Birth' fields. Callout 3 points to the 'Patient Account Number' field. Below the input fields, there are links for 'Get more specific by service date, billed amount or status' and 'Find other Blue plan claims (for older dates of service)'.

Then click on *Search* under the option you completed.

Search claim status by payment

① Choose the “**BlueCard**” **radio button** as the card type.

② Enter required data in the fields to get results.

③ Click **Search**.

Results will be displayed, including billing information and messages, any payment details, and access to EOBs.

The screenshot shows the 'Check Claim Status by Payment' page in the BlueCard provider portal. The page has a blue header with the BlueCard logo and navigation tabs: Overview, How to submit claims, Prescreen claims, Claims Routing Tool, Check claim status (selected), Manage electronic transactions, Fee schedule, Appeals & adjustments, and Policies & guidelines. A sub-header reads 'Provider Connection > Claims > Check Claim Status > Check Claim Status by Payment'.

Callout 1 points to the 'Select card type' section, where the 'BlueCard' radio button is selected. Other options are 'Blue Shield of California' and 'Federal employees'.

Callout 2 points to the 'Search Claims by Payment Information' section. It includes a 'Search by Payment Type' section with 'Paper Check' and 'Electronic' options. Below this is a 'Search by Claims Check Payment Date' section with 'From' and 'To' date pickers (format mm/dd/yyyy) and a note: 'Enter a date range up to 31 days in the past 2 years.' At the bottom, there is a table with columns: 'Check Number', 'EOB Number', 'Total Billed Amount', 'Total Check Amount', and 'Member ID'. Each column has an input field.

Callout 3 points to the 'Search' button located at the bottom right of the search criteria section.

Search claim status by claims activity

Create a customized claim report to view multiple claims. Various options to customize your claims report are offered, such as dates of service, date claim was received or finalized, practice location(s), and more! Save and/or download results in an Excel spreadsheet.

BlueCard claims reports are available for many lines of business including commercial, standard, Federal Employee Program, and Medicare.

Search Claims Activity

Member > Payment > Claims Activity

[Help with Claims Search](#)

Search Claims by Claims Activity

Claim records are available up to two years before today's date. The search date range can include up to 31 days of records.

Select Claim type to search:

☒ Medical Claims
 ☐ Dental Claims (FEP only)

Search for Claims By:

☒ Dates of Service
 ☐ Claims Received Date
 ☐ Finalized Date

Search using a date range of up to 31 days within the last two years. Input your dates (mm/dd/yyyy) or choose dates from the calendar tool.

Start Date

mm/dd/yyyy

End Date

mm/dd/yyyy

Claim Status

☒ All
 ☐ In process
 ☐ Finalized

Last Name Search Range

To search by last name, enter the member's last name in the "From" field below, up to 10 characters in length. For example, enter "Anderson" in the "From" field to find all members with the last name of Anderson. To search for a range of members, enter an alpha range such as "A" to "C."

From

to

Please select at least one location

For multiple selections, hold down <CTRL> while selecting desired locations (PC). Please limit to maximum selection of 5.

Total Billed Amount

From \$

to \$

search

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Additional claim resources

Additional claim resources are available. Click on the **Claims** tab, located at the top of the page, or scroll down the page to access a variety of claims information.

bluecard Provider Connection

Eligibility & benefits ▾ Authorizations ▾ **Claims ▾** Guidelines & resources ▾ News & education ▾

Overview How to submit claims Prescreen claims Claims Routing Tool Check claim status Manage electronic transactions Fee schedule Appeals & adjustments Policies & guidelines

Claims

Learn how to submit claims electronically, search our Claims Fee Schedule for Blue Shield allowances, find resources on provider appeals and adjustments, and learn more about submitting claims, rules for payment and claim status.

[Claims tools](#) | [Manage electronic transactions](#) | [Facility and professional fee schedules](#) | [Appeals & adjustments](#) | [Policies & guidelines](#) | [Additional resources](#)

Claims tools

Access our tools to check claim status and submit claims, and find mailing addresses, payment policies, fees and more.

To learn how to use our tools, review these materials:

[How to prescreen claims](#) (PDF, 405 KB)

How to submit claims

Learn about submitting claims to Blue Shield electronically using EDI or by mail.

Check claim status

Check on the status of a claim searching by member name, dates of service and more.

Conclusion

Congratulations! You have completed the Access Claims tutorial.

We encourage you to continue your learning. The [BlueCard Tutorials web page](#) 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:

- [Member eligibility](#)
- [Authorization requests](#)
- [Claims status](#)

