# How to File an Online Dispute on Provider Connection



Blue Shield of California

blueshieldca.com/provider

## Why we are here today

- Initial and final disputes can be filed online for the following **finalized** claims:
  - Commercial
  - Shared Advantage<sup>®</sup>
  - BlueCard<sup>®</sup>
- Dispute acknowledgement and determination letters are available online for all Commercial, Shared Advantage, and Promise Health Plan claims, plus BlueCard claims submitted online.



Claims for Medicare, Medicare Advantage, Blue Shield Promise Health Plan (Medi-Cal), and FEP claims must still be filed by mail.

## Agenda

- Dispute basics
- How to:
  - File a dispute for a single claim
  - Bundle claims for the same type of issue
  - View status and dispute letters online
- Troubleshooting
- Q&A

### **Dispute basics**

#### A dispute is a request to reconsider a claim determination that has been denied, adjusted, or contested.

• It can also be submitted for billing determinations, such as procedure codes, allowances, and the bundling and unbundling of claims; administrative policies, procedures, and terminations; reimbursement requests for overpayments; and any contract issue.

# Initial disputes must be submitted within 365 days, or the time specified in the provider's contract, whichever is greater, of Blue Shield's date of contest, denial, notice, or payment.

- We resolve initial disputes within 45 working days of receiving them, no matter if they are submitted online or by postal mail.
- Disputes returned due to missing information are resolved within 45 working days of receiving an amended dispute with missing information.
- If the resolution of a dispute results in funds due to a provider, we'll issue a payment, including interest when applicable, within **5 working days** of the date of the written notice of the dispute resolution.
- A provider who disagrees with a determination has **65 working days to start a final dispute**. We will resolve final disputes within 45 working days of receiving them.

## What **can't** be submitted via the online dispute functionality

### Submissions that do not meet PDR requirements

- 1. Claims that require correction:
  - Resubmit corrected claims via postal mail within 30 working days of receiving the request.
- 2. Requests for additional documentation in support of a claim:
  - Submit documentation via postal mail per the usual process.
- 3. Member grievances:
  - Not submitted by providers.\*
- 4. Inquiries
  - Questions, comments, corrected billings, and new claim submissions.
- Disputes you have previously submitted online or my mail:
  - Do not submit a dispute more than one time. Resubmitting will slow the review process.

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	Claim info Dispute info	Contact info Review
	Claim inf	ormation
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First check that you ha	we the right claim number. A	dd claims to bundle with your dispute if necessary
First check that you ha	ve the right claim number. A	dd claims to bundle with your dispute if necessary

\* Exception: BlueCard claims can submit member grievances for out-of-state members, but not via the online dispute functionality. Blue Shield of California

# Initiating an online dispute



## To initate a dispute online you will need:

- A Provider Connection login.
- Permission to view claims information by your Account Manager.
- Email where you will receive automated notifications.
- Claim number(s) and supporting documentation.

## Four steps in the online dispute process



- 1. Verify claim information.
- 2. Provide a statement of dispute and supporting documentation.
- 3. Verify contact information pre-populated from your Provider Connection profile.
- 4. Review dispute, e-sign, and submit.

 Instructions are built into the tool. For additional information, see the <u>Claims issues and disputes page</u> and the <u>Dispute a claim online</u> <u>FAQ</u>.

# Initiate dispute online from *Check claims status*

		Log In/Register   Message center   Cor	ntact us   Help   Feedback 🛛 🔍 Sea	rch Provider Connection
blue Provider Connection	Eligibility & benefits ~ Authorization 1	Claims ~ Guidelines & resource	es ~ News & education ~	UT
Overview How to submit claims Claims-Routi 2	Check claim status Manage electronic	transactions Fee schedule C	Claim issues & disputes <b>NEW</b>	Policies & guidelines
1. Click <b>Claims</b> .	Search Other Blue plans	Appeal status 3		See the tour
	Member information	Claim information	Provid	ler information
2. Click Check claim status.	Member ID/Subscriber ID/Patient number	Check/EFT number	OB number Provid	ier 🗸
	Last name	Claim type 🗸 Claim st	tatus V Provid	ler tax ID
<b>3</b> Search for the finalized claim	Dates of service	Amount paid V \$ 0.00	to \$ 0.00 Provid	ler NPI 🗸
using one or more criteria	Start date	Status change	Provid	ler number
using one of more enteria.		Start date End date		
4. Click the claim number that	^ Hide search	Start over Search		
presents onder this colorni.	Showing 1-50 of 216,394 claims: Dates of	2001.01		
	Updated Finalized 01/04/2023	89101		
5. File directly from the claim	4	2 Medical   Finalized   View EOB		
detail page by clicking	_	Possible next steps: Resolve claim i	issue or dispute NEW 5	
Resolve claim issue or dispute.	Member info	ormation		



## Where to initiate a dispute online from *Check claims status* continued

- 6. The *Resolving a claim issue* pop-up displays. It includes other options for consideration before you initiate a dispute.
- To continue filing your dispute online, click Online dispute form.
  - Note, if this is a claim type that cannot be disputed online, the link will say, "file a dispute by mail."



# Filing an online dispute for a single claim



	Claim information
First check that yo	ou have the right claim number. Add claims to bundle with your dispute if necessa
Required	
Enter your claim # * 123456789101	Update
(i) Dispute(s) exis 222980000012 (1	st for this claim: 10/25/2022)
Claim details	
Claim #	123456789101
Provider	SIERRA VIEW DISTRICT HOSP
Provider ID	FA12344321
Tax ID	00000000
Member name	BSCMEMBER
Date of birth	08/13/1982
Subscriber name	BSCMEMBER
Subscriber ID	XEA0000000
	MOXE_Hosp
Patient account	04/21/2022-04/21/2022
Patient account Dates of service	\$400.00
Patient account Dates of service Amount billed	9100.00
Patient account Dates of service Amount billed Amount paid	\$356.80
Patient account Dates of service Amount billed Amount paid	\$356.80
Patient account Dates of service Amount billed Amount paid	\$356.80 ms to bundle with this dispute? * ?
Patient account Dates of service Amount billed Amount paid you have similar clair No. I'm disputing	\$356.80 ms to bundle with this dispute? * <sup>®</sup> one claim decision.

# Step 1: Claim information

### Verify claim information.

- 1. Verify claim details.
- 2. Click Next.

1

	Claim Info Dispute info Contact info Review
	Dispute information
	Describe your dispute and the steps we can take to resolve it.
	Required
ſ	Please describe your dispute and why you believe our claim decision is incorrect.
	Discute description * Describe the nature of your dispute.
	36/1
٦	Please describe the steps you expect we can take to resolve your dispute.
	Provide an expected outcome.
ו	Is this dispute related to a claim in which Blue Shield of California is <b>not</b> the primary payer?
	is this facility dispute related to trauma, stop loss, transplants, implant or drug exceptions?
l	Is this facility dispute related to trauma, stop loss, transplants, implant or drug exceptions?  No  Attach supporting documents * (POF, DOC, XLS, 50MB max, up to 20 files total) All documents will be scanned for viruses.
l	Is this facility dispute related to trauma, stop loss, transplants, implant or drug exceptions?  No  Attach supporting documents * (PDF, DOC, XLS, 50MB max, up to 20 files total) All documents will be scanned for viruses.  Drag and drop up to 5 files at a time or  Select files
l	Is this facility dispute related to trauma, stop loss, transplants, implant or drug exceptions?  No  Attach supporting documents * (PDF, DOC, XLS, 50MB max, up to 20 files total) All documents will be scanned for viruses.  Drag and drop up to 5 files at a time or Select files  1. C EXAMPLE - Itemized bill for Patient XYZ pdf. (19820 KB)  Remove []
	Is this facility dispute related to trauma, stop loss, transplants, implant or drug exceptions?          No         Attach supporting documents *         (PDF, DOC, XLS, 50MB max, up to 20 files total)         All documents will be scanned for viruses.         Drag and drop up to 5 files at a time or         Select files         1. Dec XALS_E. Itemized bill for Patient XYZ pdf. (198.20 KB)         Itemized bill       Remove []

# Step 2: Dispute information

#### Provide statement of dispute and supporting documentation.

- 3. Describe the dispute and your expected outcome.
- 4. Review the two questions and if appropriate, change the toggle to *Yes*.
- 5. Attach supporting documents **in the order you would like them reviewed.** 
  - Select up to five (5) files at a time for a total of 20 files.
    - 50 MB per file for Commercial and Shared Advantage – PDF, Excel, Word
    - 10 MB per file for BlueCard PDF
      - Files may be shared with the member's outof-state plan.
  - Messaging displays while uploads are in process.
- 6. Click Next.

# Step 2: Dispute information – Attach supporting documents

	$\times$
Attach documents (1 of 2)	
What type of document are you attaching?	
EXAMPLE - Itemized billpdf (198.20 KB)	
Itemized bill 🗸	
<u>Next document</u> >	
Cancel Attach	
	×
Attach documents (2 of 2)	
What type of document are you attaching?	
EXAMPLE - Med recordpdf (198.20 KB)	
Medical record	
Cancel Attach	

After dragging/dropping or selecting your supporting documentation, a popup box displays for each file.

• Select a type for each document, then click **Attach**. Options are:

- Medical record
- Contract/pricing
- Itemized bill
- Other, with a field to add a description
- Click **Next document** until you have identified all document types. They will load in the supporting document section.



Blue Shield of California

	Contact information
You'll be notified a	at the email provided when acknowledgement and determination letters are re-
	access on Provider Connection.
Required	
First name First	MI Last name Last
Contact phone (123) 456-7890	
Contact email	
disputes@domain.com	n
We recommend large production	n aroviders with multiple Tax IDs use a dedicated email, e.g.,
disputes@domain.com We recommend large pr disputes@inbox.com.	n providers with multiple Tax IDs use a dedicated email, e.g.,
disputes@domain.com We recommend large pr disputes@inbox.com.	<b>n</b> providers with multiple Tax IDs use a dedicated email, e.g.,
disputes@domain.com We recommend large pr disputes@inbox.com.	<b>n</b> aroviders with multiple Tax IDs use a dedicated email, e.g.,
disputes@domain.com We recommend large pr disputes@inbox.com. Street address ** 1234 Mission Street	n providers with multiple Tax IDs use a dedicated email, e.g.,
Alisputes@domain.com We recommend large pridisputes@inbox.com.	n providers with multiple Tax IDs use a dedicated email, e.g.,
Contact email disputes@domain.com We recommend large pr disputes@inbox.com. Street address * 1234 Mission Street Suite/Floor/Apt. City * San Eranciaco	n providers with multiple Tax IDs use a dedicated email, e.g.,
Alignetes@domain.com We recommend large pr disputes@inbox.com. Street address * 1234 Mission Street Suite/Floor/Apt. City * San Francisco	n 44 providers with multiple Tax IDs use a dedicated email, e.g.,

# Step 3: Contact information

Verify contact information pre-populated from your Provider Connection profile.

- 7. Make edits to contact info if necessary.
  - Provider contact information can be updated in your Provider Connection profile so that information populates in the future.
  - Ensure an email address is included so that you receive notifications when acknowledgement and determination letters are ready to access on Provider Connection.\*
    - Paper letters are not sent for online submissions.
- 8. Click Next.

\* Consider establishing a generic contact email for dispute correspondence so that multiple staff in your organization will have access. If you choose to do so, simply replace your contact email on this screen with the generic one.

ou're almost done. Review the information below ar	Ind enter your e-signature when you're ready to submit your dispute.	Edit
Edit /	nd enter your e-signature when you're ready to submit your dispute.	Edit
Eat /	Dispute information	Edit //
12345678910	Dispute information	Edit /
12345678910	Mall maste and dissuits while 5.4 from that status	
	we'll create one dispute with 24 bundled claims on your behalf	
SIERRA VIEW DISTI	Description	
FA12344321	This is a mandatory field	
00000000	Expected outcome	
BSC Member	This is a mandatory field.	
08/13/1982	Supporting documents (2)	
BSC Member	All documents will be scanned for viruses	
XEA000000	P Request_a_medical_authorization and issues was	Itemized bil
MOXE_Hosp	P View medical authorization status out conserve	Medical record
04/21/2022-04/21/2022		
\$400.00		
24		
I contraction that this attachment only includes commercial and Shared Advantage claims.		
Edit		
UAT Test data		
(168) 117-0679		
tgolla01@blueshteldca.com		
1st Avenue, as New York, NY 12345		
	FA12344321 00000000 BSC Member 08/13/1982 BSC Member XEA000000 MOXE_Hosp 04/21/2022-04/21/2022 \$400.00 24 Esc(Membexisx "B49/KB) I confirm that this attachment only includes commercial and Shared Advantage claims. Edit (K) UAT Test data (66) 117-0679 tgolls01(Bilueshieldcs.com Ist Avenue, as New York, NY 12345	Subsection       This is a mandatory field         BSC Member       BSC Member         08/13/1982       BSC Member         SSC Member       Supporting documents (2)         All documents will be scanned for viruses       It is a mandatory field         MOXE_Hosp       All documents (2)         All documents (2)       All documents (2)         24       BSC_Memberx(3X) (849 KB)         Iccomfirm that this attachment only       Includes commercial and Shared         Advantage claims       Multi Test deta         (66) 117-0679       It for the for th

## Step 4: Review

### Review dispute, e-sign, and submit.

- 9. Review your submission in full.
  - If needed, click **Edit** to go back to a specific step and make changes, then page back by clicking the **Next** button.
- 10. Click the **check box** to consent to receiving electronic correspondence by email.
- Enter your full name in the electronic signature field and select or enter the date in this format: MM/DD/YYYY.
  - Your e-signature must be an exact match of the name entered in the *Contact Information* section.
- 12. Click Sign and submit.
  - Dispute-related correspondence will be available online under *Submitted disputes*.

### **Receive confirmation**



# The confirmation screen provides a case number for the submitted dispute.

• For each submission, whether initial or final, BlueShield will assign a new case number.

#### A digital PDF copy of the dispute is generated within 15 minutes of submission.

- It will be linked as the "dispute form" in the *Submitted Disputes* section.
- The View all disputes button will take you directly to Submitted disputes.

# Bundling claims for the same type of issue

	Claim info Dispute info Contac	t info Review
	Claim informa	ation
First check that yo	ou have the right claim number. Add claim	ns to bundle with your dispute if necessary
Required		
Enter your claim # * 123456789101	Update	****
Claim details		
Claim #	123456789101	
Provider	SIERRA VIEW DISTRICT HOSP	
Provider ID	FA12344321	
Tax ID	00000000	
Member name	BSCMEMBER	
Date of birth	08/13/1982	
Subscriber name	<b>BSC MEMBER</b>	
Subscriber ID	XEA0000000	
Patient account	MOXE_Hosp	
Dates of service	04/21/2022-04/21/2022	
Amount billed	\$400.00	
Amount paid	\$356.80	
you have similar clair	ne to hundle with this dispute? $*$	
you nave similar Clair	is to bunule with this dispute?	
No. I'm disputing	one claim decision.	

# Bundling claims for the same type of issue

### The option to bundle claims is in Step 1: Claim Information.

- 1. Change the default from No to **Yes** when you have similar claims to bundle with the dispute.
  - Click the drop-down arrow and select the number of claims from the options that present. Options are:
    - 20 claims or less
    - 21 or more claims

Do you have similar claims to bundle with this dispute? $^{* \oslash}$	
No. I'm disputing one claim decision.	
Yes	
Select number of claims	~

## Bundling 20 claims or less

Yes 20 or less claims Add similar claims to be	undle with this dispute. Blu	ueCard claims may be	bundled only if they're	e for services provided t	to the same member.
Enter claim numbers *	Claim #	Service from	Member name	Billed amount	
000345000500	000345062500	02/01/2023	BSC MEMBER	\$1,300.00	Remove
Add >					

- 2. Enter the additional claim numbers in the field on the left and click **Add**. Each claim will populate on the right.
  - Individual cases will be created for each claim number.
  - Acknowledgement and determination letters will be provided for each claim.

#### Bundling rules for 20 or less:

- Claims for Commercial and Shared Advantage can be bundled together, but BlueCard cannot be included.
- BlueCard claims can only be bundled when they are for services provided to the same out-of-state member.

## Bundling 21 claims or more

	V Number 23	er of claims *	2	
tach a spreadsheet with sir	nilar claims to bundle witl	n this dispute.*		
documents will be scanned for viru	ises			
(i) Only commercial and Sha types of claims, including claims to bundle, please	ared Advantage claims can b out-of-state BlueCard claims submit them by mail.	e included in the cl s, with this bundled	aim list file. We cannot acce submission. If you have oth	pt any other er types of
~	Drag and dr	rop a file here or		
$(\uparrow)$	3 Sele	ect a file		
	undle_Dispute_xlsx (8.49	КВ)	Claims List	Remove
BSC_Member_Claim_B				

- 2. Enter the number of claims in the bundle.
- 3. Create and save an Excel spreadsheet containing all claim numbers, then drag/drop or select to upload it.
  - One case will be created for the bundle.
  - One acknowledgement and one determination letter will be provided for the bundle.
    - Determination will contain a separate Excel file that details the resolution for each claim submitted.

#### Bundling rules for 21+:

- Claims for Commercial and Shared Advantage can be bundled together for the same type of issue.
- This process does not apply to BlueCard claims: Only 20 or less claims can be bundled.

#### Claims in your online bundle

Only commercial and Shared Advantage claims can be included in the claim list file. We cannot accept any other types of claims, including out-of-state BlueCard claims, with this bundled submission. If you have other types of claims to bundle, please submit them separately by mail.

I confirm that the document I am submitting only contains commercial or Shared Advantage claims.





X

# View status and dispute letters online



# Dispute status that can/cannot be viewed online

### The following disputes can be viewed online:

- Online disputes for Commercial, Shared Advantage, and BlueCard.
- Mailed disputes for Commercial, Shared Advantage, and Promise Health Plan (Medi-Cal).

#### The following disputes cannot be viewed online:

- BlueCard disputes submitted by mail.
- FEP, Medicare, Medicare Advantage and dental.

					Log out   Message cent	er   Account manage	ement   Contact us   H	Help   Feedback   Q Search Provid	der Connection	
	e 🕅   Provide	er Connection	Eligibility & ber	nefits ~ Authorizatio	ons -> Claims ->	Guidelines &	resources ~	News & education ~ JF		
Overview	Real-time claims	How to submit claims	Claims-Routing Tool	Check claim status	Manage electronic	transactions	Fee schedule	Claim issues & disputes		nes

Show disp Ca Cla Ta wing 1–10	Se # Enter case ID Im # Enter claim ID Im # Enter claim ID Enter tax ID(s) O0 of 317 disputes: Disput Claim number	e received: 12/02/2 Tax ID	022-03/21/2023   St Provider name	Enter provider Closed Start o atus: Closed Member name	wer Show resu	Dates of service	Start date	Docum	End date	Dispu
Show disp Ca Cla Ta	se # Enter case ID Im # Enter claim ID Ix ID Enter tax ID(s) 00 of 317 disputes: Disput	e received: 12/02/2	Provider 1 Status 0 222-03/21/2023   St	Enter provider Closed Start o	wer Show resu	Dates of service	Start date		End date	
Show disp Ca Cla Ta	se # Enter case ID im # Enter claim ID ix ID Enter tax ID(s)		Provider I Status	Inter provider Closed Start o	ver Show resu	Dates of service	Start date		End date	Ē
Show disp Ca Cla Ta	se # Enter case ID im # Enter claim ID ix ID Enter tax ID(s)		Provider Status	Enter provider Closed	· ·	Dates of service	Start date		End date	5
Show disp Ca Cla Ta	se # Enter case ID im # Enter claim ID ix ID Enter tax ID(s)		Provider Status	Enter provider Closed	×	Dates of service	Start date		End date	Ē
Show disp Ca Cla	se # Enter case ID		Provider	Enter provider	<b>•</b>	Dates of service	Start date		End date	Ē
Show disp Ca	se # Enter case ID								03/21/2023	
show disp	ſ		Momber last name	Enter last name		Dispute received	Start date 12/02/2022		End date	1.00
	outes submitted online bas	ed on one or more	search filters							
					5					HI <u>Filter</u>
SL	ubmitted online	Subn	nitted by mail							
		3		Submitt	ed dispu	utes				
in <u>G</u>	structions, and mailing addresses		within the last 5 years.		2					
FI FI	ile a dispute by mail	s, filing	Submitted dispu	tes						
L		Get started								
CI	laim #									
PI	ote: Disputes for Medicare Advan rogram (FEP), and dental plan clai									
N	nter the claim number associated	with your dispute to star	t the process.							
H Ei N	ave a question? See FAQs									

# View dispute status online

- Click Claims issues & disputes from the Claims section's blue sub-menu bar after log in.
- 2. Click View my disputes.
- 3. Select either Submitted online or Submitted by mailtab.
- 4. Click **Filter** to search for a dispute.
- 5. Enter data related to the dispute(s) in one or more fields and click **Show results**.
- 6. Results display under the light blue banner.
- 7. Click links under the *Documents* column to view dispute-related documentation (acknowledgments and determination letters).

## Troubleshooting

- Uploading documentation: Large files may take time to upload on slower connections. Here are some options:
  - Wait a few minutes and try again.
  - Upload documents one at a time vs. multiple files at once.
  - Reload the page.
  - Start over by closing and re-opening your browser note, work will not be saved.
- **Submission:** Submission failures are typically due to a connectivity issue. Here are some options:
  - A connectivity issue may take time to correct itself wait 5 minutes and resubmit.
  - Start over by closing and re-opening your browser or try submitting the following day note, work will not be saved.
  - Print the submission form and mail to Blue Shield. You will then see it under the "Submitted by mail" tab.
- If submission problems continue, and/or if you can't find your dispute online, contact Provider Customer Service at **(800) 541-6652** or via Online Chat. Provide the claim number, a description of the error, and the browser.

## Dispute submission rules

The table below provides a quick overview of dispute submission rules by lines of business.

Item	Commercial/Shared Advantage	BlueCard		
File type and size for supporting documentation	<ul><li>PDF, Excel, Word</li><li>50 MB per file</li></ul>	<ul><li>PDF</li><li>10 MB per file</li></ul>		
Bundling 20 claims or less	<ul> <li>Must be for same type of issue</li> <li>Claims for these lines of business can be bundled together</li> <li>Cannot contain BlueCard claims</li> </ul>	<ul> <li>Must be for services provided to same out-of-state member</li> <li>Cannot contain Commercial or Shared Advantage claims</li> </ul>		
Bundling 21 claims or more	• Same as above	• NA		
Viewing dispute status online	<ul> <li>Yes, both disputes submitted online and by mail for these lines of business*</li> </ul>	<ul> <li>Yes, but only for disputes submitted online</li> </ul>		

\* Promise Health Plan (Medi-Cal) disputes can also be viewed online. FEP, Medicare, Medicare Advantage and dental disputes cannot. You will need to contact Blue Shield for that information.

# Resources to support you

Action	Support
<u>Claims issues &amp; disputes</u>	<ul> <li>Resources and information regarding provider disputes, including process, instructions, dispute resolution forms, and where to send them.</li> <li><u>File a dispute by mail/access forms</u> – no log in required.</li> <li><u>FAQ: Dispute a claim decision online</u> – no log in required.</li> </ul>
Provider Connection Support – no log in required	<ul> <li>Provider Connection Reference Guides for <u>Blue Shield</u> and <u>Blue Shield Promise</u>.</li> <li><u>Website registration instructions</u> for Provider, MSO and Billing accounts.</li> <li><u>Online text-based website help</u> available from every page – no log in required.</li> </ul>
BlueCard	• Provider customer service for claim inquiries at (800) 622-0632
Blue Shield/Blue Shield Promise Provider Customer Care	<ul> <li>Blue Shield Customer Care at (800) 541-6652</li> <li>Blue Shield Promise Customer Care at (800) 468-9935</li> <li>Live chat from Provider Connection – log in required.</li> </ul>
Provider Information & Enrollment at (800) 258-3091 bscproviderinfo@blueshieldca.com	<ul> <li>Provider network inquiries and applications</li> <li>Credentials (Can also email credentialling dept at (<u>bscinitialapp@blueshieldca.com</u>)</li> </ul>
<u>Blue Shield prior authorization list</u> <u>Blue Shield prior authorization forms</u>	<ul> <li>Blue Shield (including Medicare) prior authorization list and forms – no log in required.</li> </ul>
Blue Shield Promise prior authorization list Blue Shield Promise prior authorization forms	Blue Shield Promise prior authorization list and forms – no log in required
How to submit claims – no log in required	• See <u>Claims</u> section for claims-related resources, some of which will require log in.
Provider Connection News & Education section	<ul> <li>View the latest news, register for live webinars, view recorded webinars and tutorials, and access other educational materials.</li> </ul>



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