Blue Shield of California’s Provider Connection site provides secure, reliable access to up-to-date eligibility and benefits information for out-of-state Blue plan members.

After completing the Eligibility and Benefits tutorial, you will be able to:

- Find eligibility and benefits information online for an out-of-state Blue plan member
- Understand eligibility and coverage information, including the claims mailing address
- Understand benefit information, including benefit limitations
To search for eligibility and benefits, click the **Check eligibility of Blue plan members** link in the BlueCard Program box.
Verify Eligibility page

1. Select **Other Blue plan** as card type
2. Choose **Subscriber** or **Dependent** as member type
3. Enter all required data fields
4. Click **Search**
The “Search in progress” screen appears while the search results are being retrieved.

**Note:** If you don’t want to wait for the search results, you can click **Send results to Message Center**.

If the search takes longer than 45 seconds to complete, the results are automatically sent to your Message Center.
Eligibility and benefits search results

The system displays a list of members that meet the search criteria you entered.

Click **Member Name** to view eligibility and benefit details for the member.
Eligibility and benefits details – Eligibility tab

Scroll down to view detailed information about this member's eligibility and coverage.
The **Benefits section** displays detailed information about:

- Copayments
- Authorization requirements
- Benefit limits
Eligibility and benefits details – Out-of-Pocket tab

The **Deductible/Out-of-Pocket section** displays detailed information about annual deductible amounts, accumulations, maximums, and more.

**Note:** Year-to-date benefit accumulations are for the service type and category you searched.

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**Annual Out-Of-Pocket Maximums - 09/01/2010 to Present**

<table>
<thead>
<tr>
<th>Description</th>
<th>Coverage Level</th>
<th>Amount</th>
<th>Notes about Amount</th>
<th>Year-To-Date Paid Totals</th>
<th>Remaining Totals</th>
<th>Notes about YTD and Remaining Totals</th>
</tr>
</thead>
</table>

**Individual Lifetime Maximum**

Data not available for this member.

**Benefit Disclaimer**

UNLESS OTHERWISE REQUIRED BY STATE LAW, THIS NOTICE IS NOT A GUARANTEE OF PAYMENT. BENEFITS ARE SUBJECT TO ALL CONTRACT LIMITS AND THE MEMBER'S STATUS ON THE DATE OF SERVICE. ACCUMULATED AMOUNTS SUCH AS DEDUCTIBLE MAY CHANGE AS ADDITIONAL CLAIMS ARE PROCESSED.

All Services must be a benefit of the plan and obtained while the member is eligible for plan benefits. Services may be subject to referral, authorization or medical necessity requirements, which can vary based on the member’s plan coverage. Please note that PPO members do not need a referral.
Message Center

To view BlueCard responses that you sent to the Message Center – or that the system did not return within 45 seconds – select Get status updates.
Message Center

Messages are sorted by the member name shown in the “Subject” column.

View details for any row by clicking the **Subject** link for a particular message.

**Note:** Columns can be sorted by clicking on the column header.
Conclusion

Congratulations! You have completed the Eligibility and Benefits 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: 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 1505
Red Bluff, CA 96080-1505

Your online resources for:

- Member eligibility
- Authorization requests
- Claims status