Blue Shield Email Template for IFP Brokers

Subject: Claims, How to review and submit them

This is a suggested template. Please edit to personalize for your business.

Subject: Easily review your claims through your Blue Shield online account

Dear <Client First Name>,

Thank you for being a valued Blue Shield member! You can **easily review your claims, check their status, and submit a claim if needed**—all through your online account.

Need help? Watch this video walkthrough or follow the steps below.

How to view your claims:
1. Log in to your online account at http://www.blueshieldca.com/login.
2. Click the "**Claims**" tab, then select "**View Claims**."
3. Choose a claim from the list to see details, including payment status and any adjustments.

Understanding your claim status:
From the "Claim Status" drop-down menu, you can filter claims by:
- **Finalized** – Completed claims
- **Adjustments Finalized** – Claims with completed adjustments
- **Pending** – Claims currently under review
- **Adjustment Pending** – Changes to claims are in review
- **Rejected** – Claims not accepted due to guidelines

Need to submit a claim?
Most claims are filed directly by providers, but if you need to submit one (e.g., for out-of-network care or reimbursement requests), follow these steps:
1. Click "**File a Claim**" in the top-left corner.
2. Answer the questions and follow the instructions.
3. Upload any **required documents** (e.g., itemized bills, receipts).

If you have any questions, feel free to contact our office at <(xxx) xxx-xxxx>.

Best,
<Broker Name>
<Broker Phone Number>