

USER MANUAL

Blue Shield of California

SympliSend Digital Paper Submission Portal

(02-06-24)

Table of Contents

1	About this manual	2
2	Accessing SympliSend.....	2
3	Submission History (home page).....	2
4	Create New Submission	4
	Provider Prior Claim Submission.....	6
4.1	Provider Prior Claim Submission: Corrected Claim.....	7
4.2	Provider Prior Claim Submission: Blue Shield of California Requested	7
5	Provider Itemization.....	8
6	Add Documentation.....	9
7	Progress Status button	11

1 About this manual

This manual serves as a comprehensive guide for using the Blue Shield of California (Blue Shield) SympliSend Digital Paper Submission Portal (SympliSend) to submit claims and/or correspondence for Blue Shield members.

2 Accessing SympliSend

Blue Shield provides access to the SympliSend portal via single sign-onⁱ (SSO) from the Blue Shield Provider Connection website after login. Consequently, you do not need to establish a username or login for SympliSend when you access it through Provider Connection. To access SympliSend, log in to your Provider Connection account. After log in, click [Claims](#) then click the [Claims tools](#) link located under the page title. Click the blue tile: **Submit via SympliSend** in the *Claims tools* section.

3 Submission History (home page)

The *Provider First Submission Claim Submission History* page (Fig 1) is the home page for the portal. There are three drop-down menus in the top right corner of the screen.

Under drop-down menu 1, *Provider First Submission Claim* is the default option. This menu contains two additional submission options: *Provider Prior Claim Submission* and *Provider Itemization*. Each submission option will have its own submission history page.

Drop-down menu 2, *Other Links*, provides access to this user manual.

Drop-down menu 3 displays your name as the logged-in user. It contains two options: *Contact Us* and *Log out*.

Fig 1: *Provider First Submission Claim – Submission History (home page)*

Submission History

Records No. 5

NOTE: User can search the last 3 months of submissions only.

Submission Id	Document Type	Document Id	File Count	Document Status	Submitted On	Submitted By
SS_23244_704	Provider First Submission Claim	SD_23244_704_1	2	Submitted	9/1/2023 12:20:20 PM	jmills_pp
SS_23244_701	Provider First Submission Claim	SD_23244_701_1	3	Submitted	9/1/2023 12:17:50 PM	jmills_pp
SS_23244_701	Provider First Submission Claim	SD_23244_701_2	1	Submitted	9/1/2023 12:17:50 PM	jmills_pp
SS_23244_699	Provider First Submission Claim	SD_23244_699_1	2	Submitted	9/1/2023 11:56:28 AM	jmills_pp
SS_23243_617	Provider First Submission Claim	SD_23243_617_1	1	Submitted	8/30/2023 5:19:11 PM	jmills_pp

« Previous 1 2 3 Next »

Each *submission history* page – First, Prior, and Itemization – displays a comprehensive record of your submissions in table format. (Fig 2).

Column	Description
Submission Id	Unique submission Id
Document Type	Internal Claim Submission (default) such as Provider First Submission Claim, etc.
Document Id	Unique document Id
File Count	Number of attachments for the submission
Document Status	The status of documents submitted: 1. Submitted: Document(s) successfully uploaded from provider. 2. Work In Progress (WIP): Document(s) with SympliSend and in process. 3. Completed: Document(s) processed and sent to Blue Shield.
Submitted On	Date/time of submission
Submitted By	Name of user who submitted the document

Use the *Records No.* box to select the number of submissions viewable on the screen. You can retrieve specific records through targeted searches using the *Search* field located at the top of the page. Use the drop-down menu to select your desired search category, either *Document Id*, *Submitted By*, or *Submission Status*. Type in your search criteria and then press enter. Note, clicking the X will clear your search.

Fig 2: Submission History navigation

The screenshot shows the 'Submission History' interface. At the top, there is a search bar with a dropdown menu set to 'Document Id' and a search input field. Below the search bar is a 'Records No.' dropdown menu set to '5'. To the right of the search bar are buttons for 'Progress Status' and '+ New Submission'. A note states: 'NOTE: User can search the last 3 months of submissions only.' Below this is a table with the following data:

Submission Id	Document Type	Document Id	File Count	Document Status	Submitted On	Submitted By
SS_23244_704	Provider First Submission Claim	SD_23244_704_1	2	Submitted	9/1/2023 12:20:20 PM	jmills_pp
SS_23244_701	Provider First Submission Claim	SD_23244_701_1	3	Submitted	9/1/2023 12:17:50 PM	jmills_pp
SS_23244_701	Provider First Submission Claim	SD_23244_701_2	1	Submitted	9/1/2023 12:17:50 PM	jmills_pp
SS_23244_699	Provider First Submission Claim	SD_23244_699_1	2	Submitted	9/1/2023 11:56:28 AM	jmills_pp
SS_23243_617	Provider First Submission Claim	SD_23243_617_1	1	Submitted	8/30/2023 5:19:11 PM	jmills_pp

At the bottom right of the table, there are navigation controls: '< Previous', a page indicator '1' (highlighted), '2 3', and 'Next >'.

To see attributes of a specific record, click the record. A pop-up table (Fig 3a) displays three views: *Base*, *Core*, and *Output*. The *Base* view contains the data items displayed in the table. The *Core* view displays the details you entered when creating the submission. (Fig 3b). The *Output* view displays the FLN number assigned to the submission after it is processed and sent to Blue Shield. **The FLN number is the reference number you would use when calling Blue Shield with a question about the submission.** (Fig 3c)

Fig 3a: Specific record attributes

The screenshot shows the 'Submission History' interface. A pop-up window titled 'Base' is open, displaying the following attributes for submission SS_23244_704:

Submission Id	SS_23244_704
Document Type	Provider First Submission Claim
Document Id	SD_23244_704.1
File Count	2
Document Status	Submitted
Submitted On	9/1/2023 12:20:20 PM
Submitted By	jmills_pp

The background interface includes a 'Records No.' dropdown set to 5, a 'NOTE' about search capabilities, a table of submission records, and buttons for 'Progress Status' and '+ New Submission'.

In the Core pop-up (Fig 3b), 0 = a NO answer and 1 = a YES answer.

Fig 3b: Core

The screenshot shows the 'Submission History' interface with a pop-up window titled 'Core' open, displaying the following attributes for submission SS_23244_704:

Line Of Business	FEP
HMO POS	0
Heat Claim	0
Initial or Final Submission	Initial

The background interface is consistent with Fig 3a, showing the submission list and navigation controls.

Fig 3c: Output

The screenshot shows the 'Submission History' interface with a pop-up window titled 'Output' open, displaying the following attributes for submission SS_23244_704:

Completion Time	00:00:00
FLN	-
Sort Type	-
Status Message	-

The background interface is consistent with the previous figures, showing the submission list and navigation controls.

Document Id | ✕ ☰

Submission History

Records No. 5 ▾

Progress Status
+ New Submission

NOTE: User can search the last 3 months of submissions only.

Submission Id	Document Type	Document Id	File Count	Document Status	Submitted On	Submitted By
SS_23244_704	Provider First Submission Claim	SD_23244_704.1	2	Submitted	9/1/2023 12:20:20 PM	jmills_pp
SS_23244_701	Provider First Submission Claim	SD_23244_701.1	3	Submitted	9/1/2023 12:17:50 PM	jmills_pp
SS_23244_701	Provider First Submission Claim	SD_23244_701.2	1	Submitted	9/1/2023 12:17:50 PM	jmills_pp
SS_23244_699	Provider First Submission Claim	SD_23244_699.1	2	Submitted	9/1/2023 11:56:28 AM	jmills_pp
SS_23243_617	Provider First Submission Claim	SD_23243_617.1	1	Submitted	8/30/2023 5:19:11 PM	jmills_pp

« Previous 1 2 3 Next »

A *New Submission* window displays the *Submission Info* fields (Fig 5a). Fields and questions are displayed based on information you enter or select. *Subscriber ID with Prefix* is the first selection you will make (Fig 5b).

Fig 5a: New Submission window

Provider First Submission Claim ▾ Other Links ▾ Michael John ▾

Home / New Submission

Submission Info

Subscriber ID with Prefix * ⓘ

Did this member utilize the HMO Point of Service (POS) benefit?

Yes
 No

A Yes/No question displays with the LOB drop-down: *Did the member utilize the HMO Point of Service (POS) benefit?*

YES	NO
<ul style="list-style-type: none"> No additional questions will be asked. You can begin adding documentation. 	<ul style="list-style-type: none"> You will be prompted to answer this question: <i>Is this a HEAT claim for an initial submission or final submission?</i> After answering, no additional questions will be asked. You can begin adding documentation.

Provider Prior Claim Submission

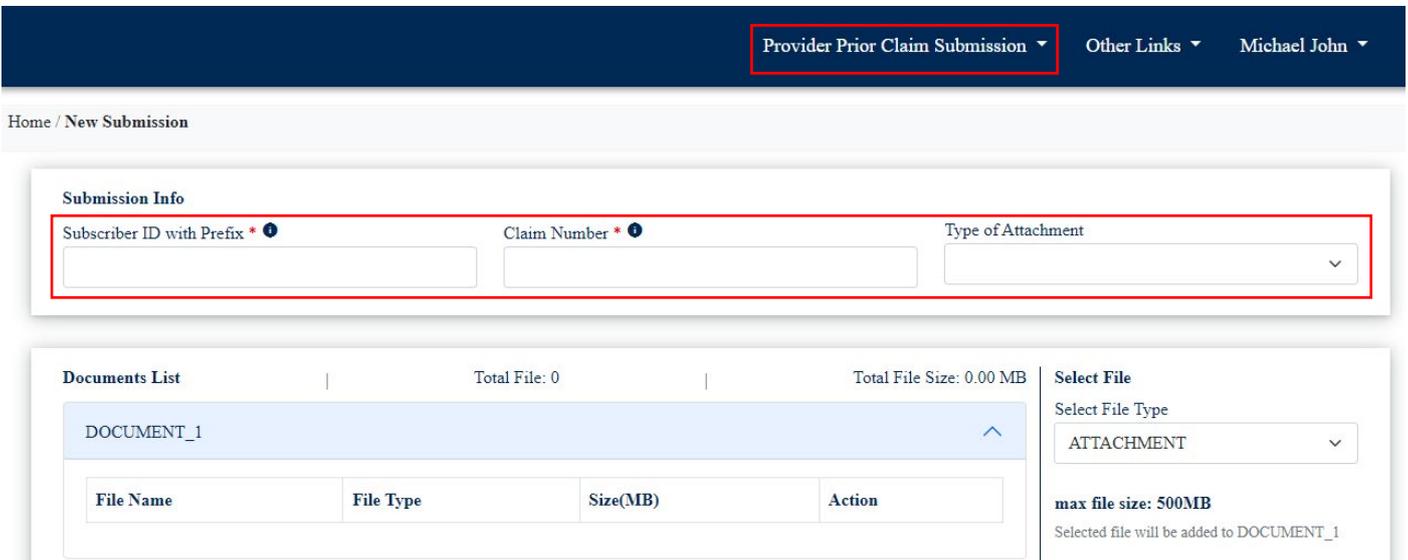
Click the **Provider Prior Claim Submission** menu option from the drop-down menu (Fig 6). The *Provider Prior Claim Submission History* page displays a list of previously submitted documents (attachments). To add a new attachment, click **+ New Submission**.

Fig 6: Provider Prior Claim Submission



The *New Submission* screen displays (Fig. 7). Enter **Subscriber ID with Prefix** and the **Claim Number** (both are mandatory) and select the *Type of Attachment* from the drop-down menu. Select either the **Corrected Claim** or **Blue Shield of California Requested** option. IMPORTANT: If the *Appeal* option displays, do not select it. Please visit Blue Shield’s Provider Connection website for [claim disputes](#).

Fig 7: New Submission screen



4.1 Provider Prior Claim Submission: Corrected Claim

A Yes/No question displays after selecting *Corrected Claim* from the *Type of Attachment* drop-down menu: *Is this a Medicare Claim?*

YES	NO
<ul style="list-style-type: none"> No additional questions will be asked. You can begin adding documentation. 	<ul style="list-style-type: none"> You will be prompted to answer this question: <i>Is this a HEAT claim (Trauma, Burn, Implants, Stoploss, Transplant, and other)?</i> After answering, no additional questions will be asked. You can begin adding documentation.

4.2 Provider Prior Claim Submission: Blue Shield of California Requested

A question displays after selecting *Blue Shield of California Requested* from the *Type of Attachment* drop-down menu: *What is being requested? (select all that apply.)* (Fig 9a). Select the options from the drop-down menu. (Fig 9b)

Fig 8a: BSC Requested

The screenshot shows two dropdown menus. The first, labeled 'Type of Attachment', has 'Blue Shield of California Requested' selected. The second, labeled 'What is being requested? (select all that apply)', is currently empty.

Fig 8b: What is being requested?

The left screenshot shows the 'What is being requested?' dropdown menu with the following options:

- Medical Records
- Copy of ID Card
- Copy of the Primary EOMB/EOB
- Copy of Medicare Card
- Date of Injury

 A red arrow points from this menu to the right screenshot. The right screenshot shows the same menu with the following options:

- Additional Information for a Claim
- Critical Claim Information
- Trauma Report
- Invoice
- Other

No additional questions will be asked. [You can begin adding documentation.](#)

5 Provider Itemization

Click the **Provider Itemization** menu option from the drop-down menu (Fig 9).

Fig 9: Submission History (Itemization)

The screenshot shows the 'Submission History' page. At the top, there is a navigation bar with 'Provider First Submission Claim' selected in a dropdown menu. Below this, a search bar contains 'Document Id' and a search button. The main heading is 'Submission History'. On the left, there is a 'Records No.' dropdown set to '5'. On the right, there are buttons for 'Progress Status' and '+ New Submission'. A note states: 'NOTE: User can search the last 3 months of submissions only.' Below the note is a table with the following data:

Submission Id	Document Type	Document Id	File Count	Document Status	Submitted On	Submitted By
SS_23244_704	Provider First Submission Claim	SD_23244_704_1	2	Submitted	9/1/2023 12:20:20 PM	jmills_pp
SS_23244_701	Provider First Submission Claim	SD_23244_701_1	3	Submitted	9/1/2023 12:17:50 PM	jmills_pp
SS_23244_701	Provider First Submission Claim	SD_23244_701_2	1	Submitted	9/1/2023 12:17:50 PM	jmills_pp
SS_23244_699	Provider First Submission Claim	SD_23244_699_1	2	Submitted	9/1/2023 11:56:28 AM	jmills_pp
SS_23243_617	Provider First Submission Claim	SD_23243_617_1	1	Submitted	8/30/2023 5:19:11 PM	jmills_pp

At the bottom right of the table, there are navigation links: « Previous 1 2 3 Next ».

To add a new submission, click **+ New Submission**. The *New Submission* page displays (Fig 10) with the **Subscriber ID with Prefix** mandatory text field and a Yes/No question: *Do you have an Itemized Bill?*

Fig 10: Provider Itemization > New Submission

The screenshot shows the 'New Submission' page. The breadcrumb is 'Home / New Submission'. Under the 'Submission Info' section, there is a mandatory text field labeled 'Subscriber ID with Prefix *' and a question 'Do you have an Itemized Bill?' with radio button options for 'Yes' and 'No'.

YES	NO
<ul style="list-style-type: none"> Move to next screen. 	<ul style="list-style-type: none"> Error message: <i>Without an itemized bill an itemization cannot be provided. Please submit with valid itemized bill to continue.</i>

You will be prompted to answer this question: *Do you have Medical Records attached?* (Fig 11)

Fig 11: Submission Info / Medical records

Submission Info

Do you have an Itemized Bill? ⓘ

Yes

No

Do you have Medical Records attached? ⓘ

Yes

No

Start Page Range ⓘ

End Page Range ⓘ

YES	NO
<ul style="list-style-type: none"> Enter the Start Page Range and the End Page Range. After answering, no additional questions will be asked. You can begin adding documentation. 	<ul style="list-style-type: none"> After answering, no additional questions will be asked. You can begin adding documentation.

6 Add Documentation

After completing all appropriate fields, scroll to *Select File*. You can upload multiple files in a single submission.

- The maximum file size per attachment is 500MB.
- Accepted attachment types are TIFF, PDF, PNG and JPEG.

The *Select File Type* will always be *Attachment*. Upload attachments by either selecting (*Browse here*) or by *Drag and Drop*. (Fig 12). Click **Done** after all files are selected. The *Documents List* screen populates with all uploaded files.

- Other options: Click **Cancel** to remove the attachments. Click **Abandon** to cancel the submission in total and return to the submission history page.

Fig 12: Documents List/Select File

Documents List
Total File: 0
Total File Size: 0.00 MB

DOCUMENT_1

File Name	File Type	Size(MB)	Action
PRV_FEP_Artificial_Intervertebr_Disc_Lumb_Spine.pdf	ATTACHMENT	0.11	🗑️
PRV_FEP_Afinitor.pdf	ATTACHMENT	0.13	🗑️

3

Select File

Select File Type

ATTACHMENT

max file size: 500MB

Selected file will be added to DOCUMENT_1

1

Drag and Drop file here

Or

[Browse here](#)

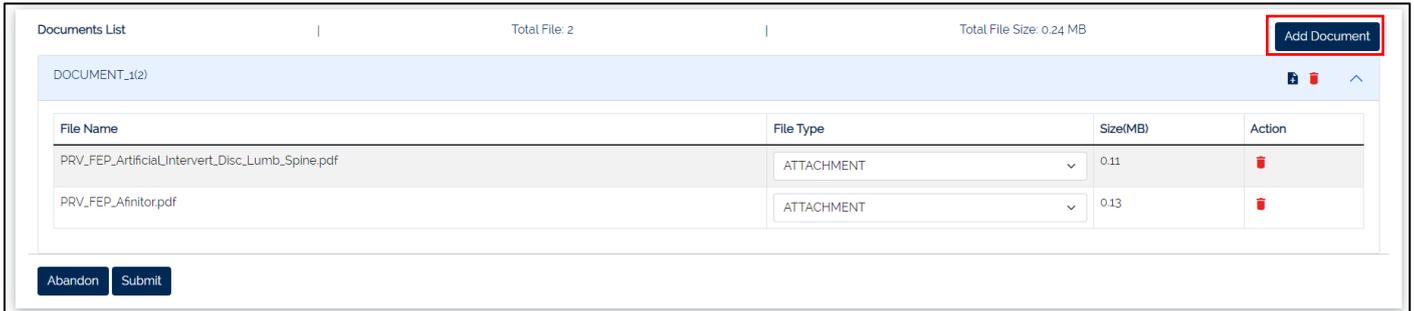
Accepted image formats/extensions for upload are application/pdf, image/png.

2

Abandon
Cancel
Done

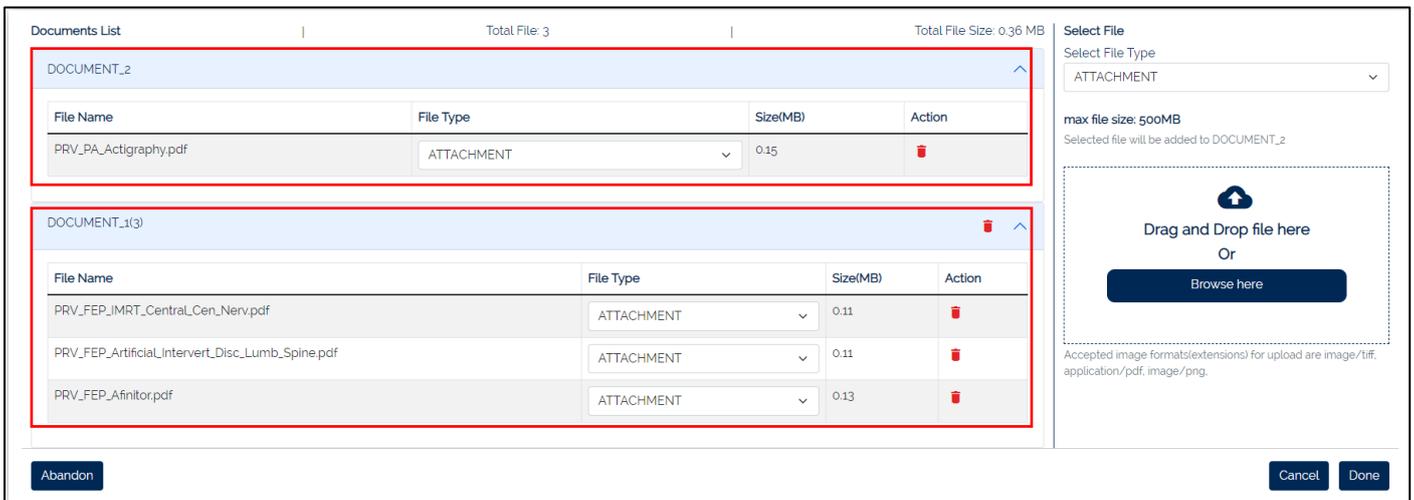
The **Add Document** button will display after you click *Done* and before you click *Submit*. (Fig 13a). Click to add additional attachments prior to submitting.

Fig 13a: Documents List / Add Document



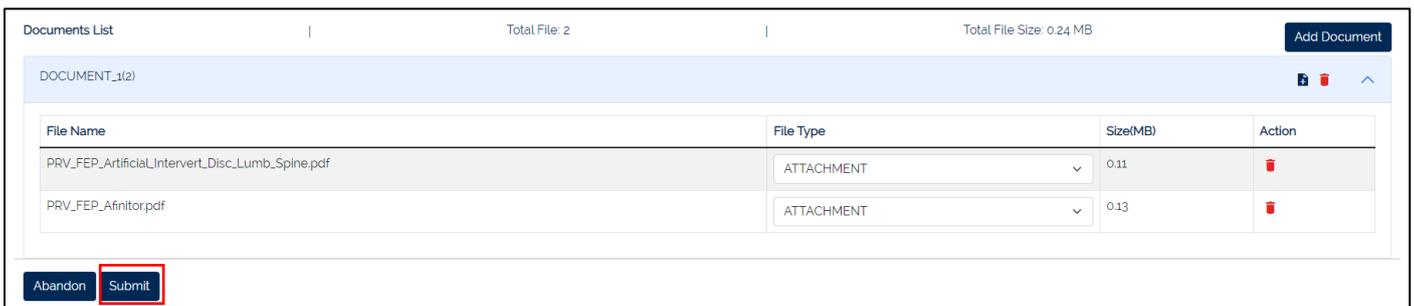
When adding additional attachments, note that files upload in document sets. For example, "DOCUMENT_1(3)" = the order of the upload (1) and the number of attachments uploaded (3). Use the drop-down arrow to expand/collapse the list of uploaded files in each document set. (Fig 13b).

Fig 13b: Documents List/Upload documents



Click **Submit** to finalize the submission. (Fig 14a).

Fig 14a: Documents List > Submit



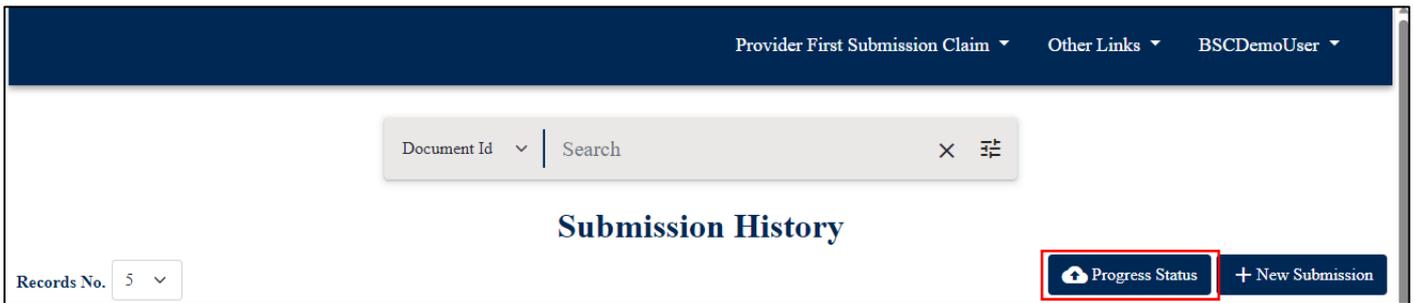
A pop-up box displays at the right corner of the screen when a document(s) successfully uploads (Fig 14b).

Fig 14b: Upload successful



7 Progress Status button

Most files load quickly but larger files may take additional time. The *Progress Status* button on the displays upload status for large files.



ⁱ Single sign-on systems are employed within an enterprise like Blue Shield to allow registered users to access all authorized resources using the username/password they have established with the enterprise.