

Blue Cross Blue Shield BlueCard[®] Program

BlueCard[®] Program

- Links participating healthcare providers and independent BlueCross BlueShield Plans through a single electronic network claims processing and reimbursement
- Process simplification for out-of-state BlueCross BlueShield members
 - One central call number to verify eligibility and benefits
 - Submit claims to local plan; BlueCross BlueShield of South Carolina

Provider Responsibilities in the BlueCard[®] Program

- Examine the Insurance ID Card
- Verify Eligibility and Benefits
- Submit BlueCard Claims

Provider Responsibilities in the BlueCard[®] Program

**Before you examine
the patient...**



**...You must
examine the card**



Examine Insurance ID Card

- Alpha prefix -
 - Three characters in the first three positions of the identification number
 - Key element for identifying and routing BlueCard claims
- Suitcase icon

Examine Insurance ID Card



**BlueCross BlueShield
of Anywhere**
An Independent licensee of the
Blue Cross and Blue Shield Association

DOE, JOHN

Identification No.

XYZ123456789

Group No.

123456

BS Plan Code 621

BC Plan Code 121



Sect.

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Verify Eligibility and Benefits

- Call BlueCard *Eligibility* at 1-800-676-BLUE (2583)
- Enter the patient's alpha prefix
- Call will route to appropriate Blue Plan

Verify Eligibility and Benefits

- Three questions to ask the home plan
 1. Is this the correct alpha prefix and id number?
 2. Who will process this claim?
 3. Who will receive the payment for services?

Submitting BlueCard® Claims

- Always submit BlueCard claims to local plan
 - BlueCross BlueShield of South Carolina
- Include member's complete identification number on claim
 - Three-character alpha prefix is critical

BlueCross BlueShield Responsibilities



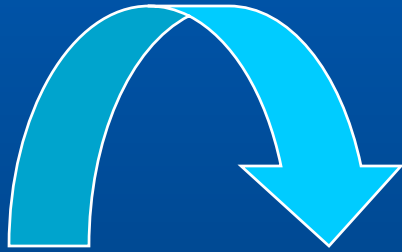
- Provider submits claim to BlueCross BlueShield of SC
- BlueCross BlueShield of SC electronically forwards the claim to member's home plan

BlueCross BlueShield Responsibilities

- Member's home plan verifies eligibility and applies benefits
- Returns claim to BlueCross BlueShield of SC



BlueCross BlueShield Responsibilities



- BlueCross BlueShield applies pricing according to the provider contract
- Sends remittance and payment to SC provider

BlueCard[®] Claim Status

- Check BlueCard claim status with local plan - BlueCross BlueShield of SC
 - www.SouthCarolinaBlues.com
 - Send Web inquiries through “Ask Provider Services” concerning claim issues
 - Voice Response Unit