

BlueCard® Program Tutorial

Program Overview

Learn more about the BlueCard process and value

After completing the Program Overview tutorial, you will be able to:

- Understand the benefits of submitting your claims to us
- Understand how to submit claims for out-of-state Blue plan patients
- Access resources to support you in processing your BlueCard claims



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Understanding the BlueCard Program

- The BlueCard Program is a national program that allows Blue plan members to obtain healthcare services in another Blue plan service area.
- BlueCard represents your patients insured by out-of-state Blue Cross Blue Shield (BCBS) plans.
- The program links participating healthcare providers and independent BCBS plans through a secured electronic network for claims processing and reimbursement.
- As a participating provider with Blue Shield of California, you are a BlueCard service provider.
- BlueCard claims include both facility and professional claim types.
- There is a significant California patient population insured by other states' Blue plans who can access medical services from you.



One in three Americans receive healthcare coverage from a Blue plan.
That's more than 100 million Americans!

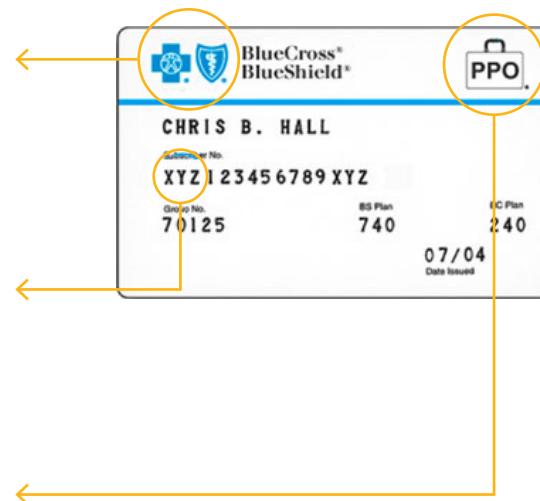
Blue Shield of California advantages

- **Blue Shield of California** is a mission-driven, nonprofit California health plan.
- **Local-payer solution** for submitting BlueCard claims. Our BlueCard claims operations is located in Northern California.
- **Timely processing** of BlueCard professional and facility claims.
- **Online tools** to help you streamline your BlueCard processes and serve out-of-state Blue plan members.
- **Dedicated customer service team** to assist you with your claims inquiries at **(800) 622-0632**.
- **Training and educational resources**, including a **dedicated BlueCard representative**, to support your BlueCard transactions.

Blue plan identification cards

Identify other states' Blue plan members with:

- ① Any Blue-branded logo (either a single or double logo)
- ② Three-character prefix that precedes the subscriber ID number
- ③ Suitcase symbol (with or without "PPO" inside the suitcase)



All about prefixes

- A Blue plan member will always have a three-character prefix on their ID card.
- The prefix is the first three characters of the subscriber identification number. These can be letters and/or numbers.
- The prefix is a foundational component of the BlueCard Program.
- The prefix identifies the member's Blue plan and the type of plan coverage, and is necessary to support all your BlueCard business transactions and inquiries.
- The subscriber ID number may contain up to 17 characters, **including the three-character prefix**. Subscriber ID numbers across the nation vary in length and mix of characters.

BlueCard claims are easy to submit

- Use our Claims Routing Tool to instantly find where to submit your claims.
- Submit your claims electronically for faster processing.
- BlueCard claims – including hospital, ASC, professional, and ancillary – can be processed by Blue Shield of California.
- Specific claims not processed via the BlueCard Program are:
 - Federal Employee Program (FEP)
 - Standalone vision plans
 - Prescription drugs

Claims Routing tool

Claims Routing Tool

Enter the valid 3-character prefix which is the first 3 characters as displayed on the Member ID card to find where to submit your claims.

*3-Character prefix 

*Date of service 

Results for: WMW, 09/01/2019
If you are contracted with Blue Shield of California:

Send to:

Blue Shield of California,
BlueCard Program,
P.O. Box 1505,
Red Bluff, CA 96080 

Customer Service:
Eligibility:
(800) 676-2583(BLUE)
Claims:
(800) 622-0632

[Blue Card Program](#)
Learn how to get claims processed for healthcare services provided to out-of-state Blue plan members.

Blue plans work together

Blue Shield of California will:

- Receive claim from California provider
- Process claim according to your contract agreement with Blue Shield
- Send Explanation of Benefits (EOB) and applicable payments to contracted provider
- Support provider claims inquiries and claims transactions

The member's Blue plan will:

- Confirm member eligibility and benefits information
- Manage all necessary medical authorizations
- Authorize Blue Shield to finalize claim
- Send EOB to the member
- Support member inquiries

Blue Shield's payor portal, Provider Connection

Log in to blueshieldca.com/provider to:

- **Verify** eligibility, benefits, and patient liability
- **Confirm** where to send BlueCard claims using our Claims Routing Tool (CRT)
- **Determine** whether authorization is required and request authorization online
- **Obtain** out-of-state Blue plan medical policies
- **View** claims status, payment status, and EOBS
- **Preview** BlueCard Program training tutorials and videos
- **Access** statewide professional fee schedule
- **Download** provider manuals and guidelines

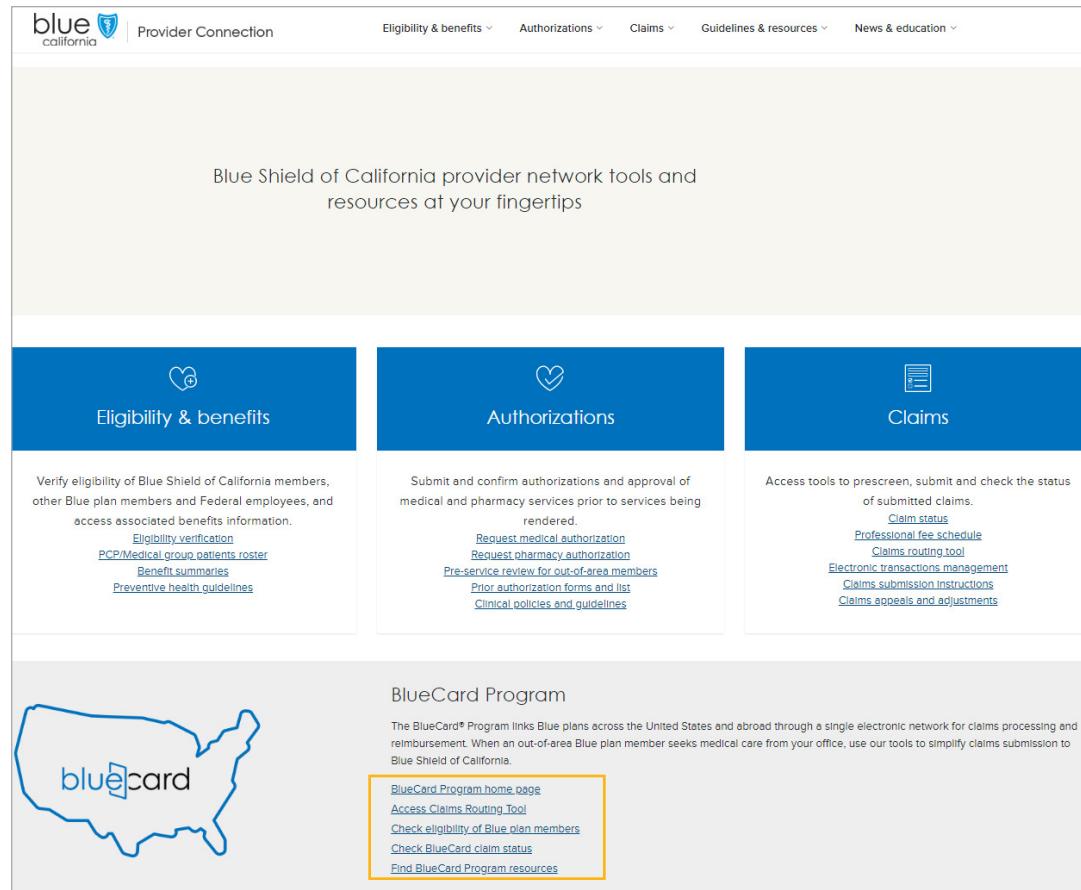


For assistance with website access, please call Provider Customer Service: **(800) 541-6652**.

BlueCard claims are easy to submit

All the tools you'll need to help serve out-of-state Blue plan members are available from the Provider Connection home page.

Simply scroll down to the BlueCard Program section and select one of the five links listed.



Conclusion

Congratulations! You have completed the BlueCard Program Overview 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](#)

