

BlueCard® Program Tutorial

Access Claims

You can securely access your BlueCard claims processed by Blue Shield of California on Provider Connection

After completing the Access Claims tutorial, you will be able to:

- Check BlueCard claim status by member, payment, or claims activity
- Create custom reports
- Locate helpful claims resources
- Obtain Explanation of Benefits (EOB)



home



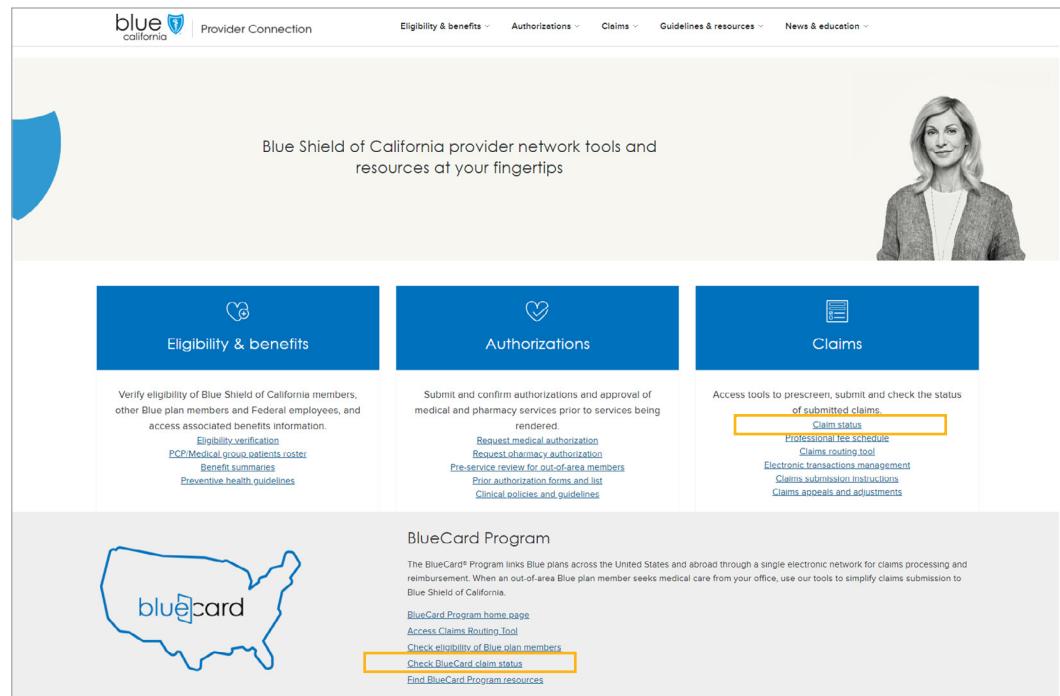
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Provider Connection home page

To find your BlueCard claim processed by Blue Shield of California:

- 1 Visit Provider Connection at blueshieldca.com/provider.
- 2 Click **Claim status** in the “Claims” section or **Check BlueCard claim status** in the “BlueCard Program” section.



blue^{card} Provider Connection Eligibility & benefits Authorizations Claims Guidelines & resources News & education

Blue Shield of California provider network tools and resources at your fingertips



Eligibility & benefits

Verify eligibility of Blue Shield of California members, other Blue plan members and Federal employees, and access associated benefits information.

[Eligibility verification](#)
[PCP/Medical group patients roster](#)
[Benefit summaries](#)
[Preventive health guidelines](#)

Authorizations

Submit and confirm authorizations and approval of medical and pharmacy services prior to services being rendered.

[Request medical authorization](#)
[Request pharmacy authorization](#)
[Pre-service review for out-of-area members](#)
[Prior authorization forms and list](#)
[Clinical policies and guidelines](#)

Claims

Access tools to prescreen, submit and check the status of submitted claims.

[Claim status](#)
[Treatment fee schedules](#)
[Claims routing tool](#)
[Electronic transactions management](#)
[Claims submission instructions](#)
[Claims appeals and adjustments](#)

BlueCard Program

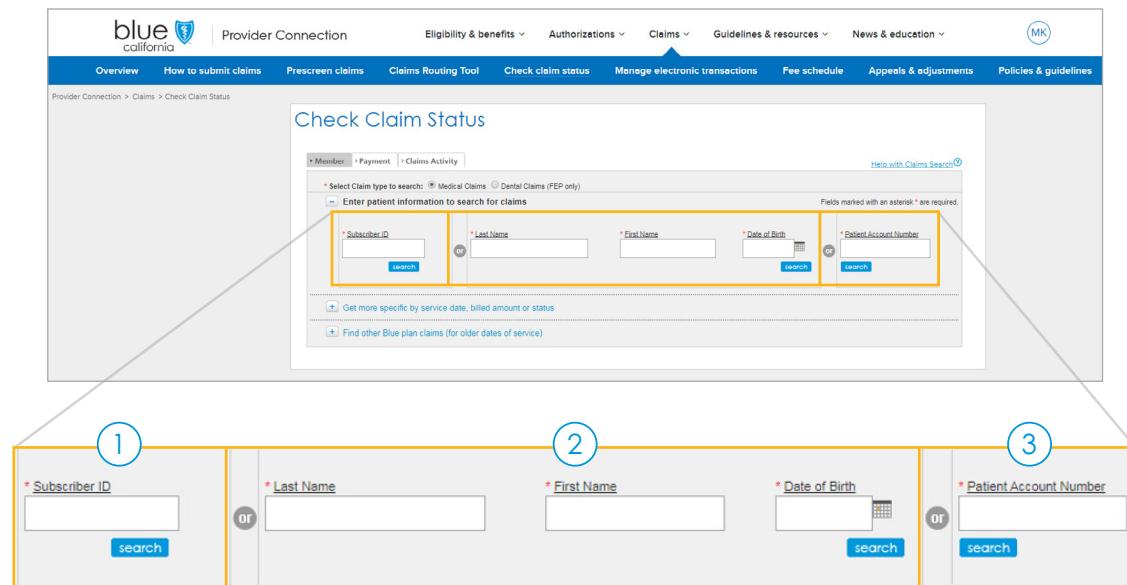
The BlueCard® Program links Blue plans across the United States and abroad through a single electronic network for claims processing and reimbursement. When an out-of-area Blue plan member seeks medical care from your office, use our tools to simplify claims submission to Blue Shield of California.

[BlueCard Program home page](#)
[Access Claims Routing Tool](#)
[Check eligibility of Blue plan members](#)
[Check BlueCard claim status](#)
[Find BlueCard Program resources](#)

Search claim status by member

To search claim status for an out-of-state Blue plan member, you have **three options** to choose from:

- ① Enter the **member's subscriber ID number** (including the three-character prefix).
- ② Enter the **member's last name, first name, and date of birth**.
- ③ Enter **your patient's account number**.



The screenshot shows the 'Check Claim Status' search interface. It features three main search paths, each with a 'search' button:

- Path 1 (Subscriber ID):** Contains a 'Subscriber ID' input field and a 'search' button.
- Path 2 (Last Name, First Name, Date of Birth):** Contains 'Last Name', 'First Name', 'Date of Birth' input fields, and a 'search' button.
- Path 3 (Patient Account Number):** Contains a 'Patient Account Number' input field and a 'search' button.

Between Path 2 and Path 3, there is an 'OR' operator. The entire search area is enclosed in a yellow box, and each path is numbered 1, 2, and 3 respectively.

Then click on Search under the option you completed.

Search claim status by payment

- 1 Choose the “**BlueCard**” **radio button** as the card type.
- 2 Enter required data in the fields to get results.
- 3 Click **Search**.

Results will be displayed, including billing information and messages, any payment details, and access to EOBS.

1 BlueCard

Check Claim Status by Payment

2 Search Claims by Payment Information

3 search

Search claim status by claims activity

Create a customized claim report to view multiple claims. Various options to customize your claims report are offered, such as dates of service, date claim was received or finalized, practice location(s), and more! Save and/or download results in an Excel spreadsheet.

BlueCard claims reports are available for many lines of business including commercial, standard, Federal Employee Program, and Medicare.

Search Claims Activity

> Member > Payment **Claims Activity** [Help with Claims Search](#)

Search Claims by Claims Activity
Claim records are available up to two years before today's date. The search date range can include up to 31 days of records.

* Select Claim type to search:
 Medical Claims
 Dental Claims (FEP only)

* Search for Claims By:
 Dates of Service
 Claims Received Date
 Finalized Date

Search using a date range of up to 31 days within the last two years. Input your dates (mm/dd/yyyy) or choose dates from the calendar tool.

Start Date 

End Date 

* Claim Status
 All
 In process
 Finalized

Last Name Search Range
To search by last name, enter the member's last name in the "From" field below, up to 10 characters in length. For example, enter "Anderson" in the "From" field to find all members with the last name of Anderson. To search for a range of members, enter an alpha range such as "A" to "C."

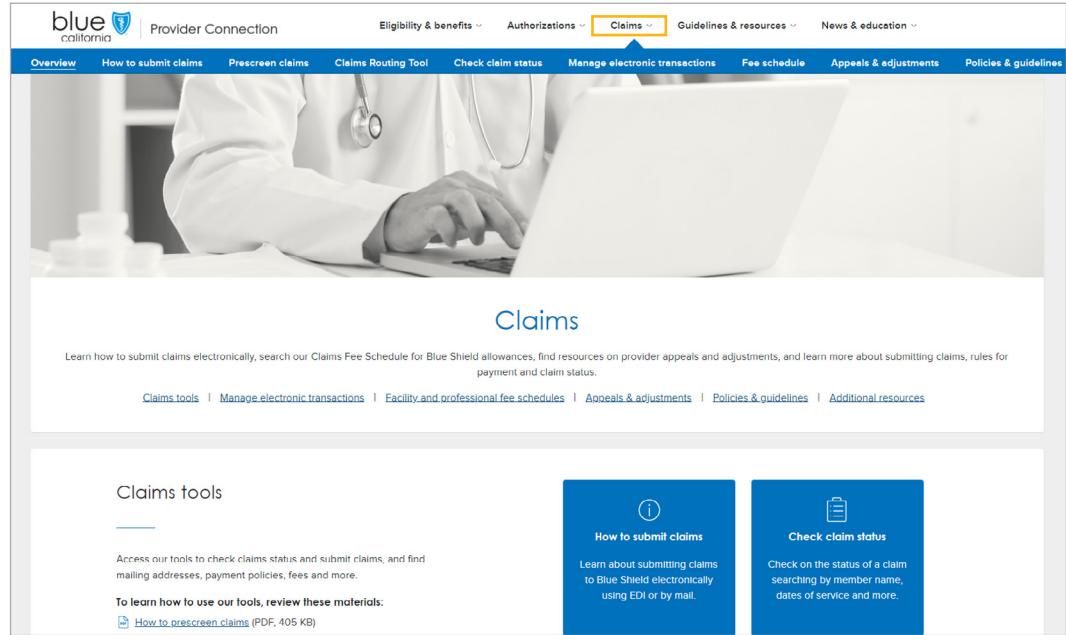
From to

Total Billed Amount
From \$ to \$ 



Additional claim resources

Additional claim resources are available. Click on the **Claims** tab, located at the top of the page, or scroll down the page to access a variety of claims information.



The screenshot shows the 'Provider Connection' section of the blue California website. The top navigation bar includes links for 'Eligibility & benefits', 'Authorizations', 'Claims' (which is highlighted with a yellow box and a blue arrow pointing to it), 'Guidelines & resources', 'News & education', and several other categories. Below the navigation is a large image of a doctor in a white coat using a laptop. The main content area is titled 'Claims' and contains text about submitting claims electronically, along with links to 'Claims tools', 'Manage electronic transactions', 'Facility and professional fee schedules', 'Appeals & adjustments', 'Policies & guidelines', and 'Additional resources'. A 'Claims tools' section on the left includes a link to 'How to prescreen claims (PDF, 405 KB)'. To the right, there are two blue boxes: one for 'How to submit claims' (describing electronic submission using EDI or mail) and one for 'Check claim status' (describing searching by member name, dates of service, and more).

Conclusion

Congratulations! You have completed the Access Claims 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](#)

