

Medicare primary and Blue Plan secondary claims guide

Medicare primary claims for services are electronically crossed over to the secondary Blue plan payer for processing. This enables automatic claims submission of Medicare claims to the Blue secondary payer, and reduces or eliminates the need for the provider's office or billing service to submit an additional claim to the secondary carrier. Additionally, with all Blue plans participating in this process, Medicare claims will crossover in the same manner nationwide.

How do I submit Medicare primary/Blue plan secondary claims?

- For members with Medicare primary coverage and Blue plan secondary coverage, submit claims to your Medicare intermediary and/or Medicare carrier.
- When submitting the claim, it is essential that you enter the correct Blue plan name as the secondary carrier. This may be different from the local Blue plan. Check the member's ID card for additional verification.
- Be certain to include the three-character prefix as part of the member identification number. The member's ID will include the three-character prefix in the first three positions. The prefix is critical for confirming membership and coverage, and key to facilitating prompt payments.

When you receive the remittance advice from the Medicare intermediary, look to see if the claim has been automatically forwarded to the Blue plan:

- If the remittance indicates that the claim was crossed over, Medicare has forwarded the claim on your behalf to the appropriate Blue plan and the claim is in process. There is no need to resubmit that claim to Blue Shield of California.
- If the remittance indicates that the claim was not crossed over, submit the claim to Blue Shield of California with the Medicare remittance advice.
- In some cases, the member identification card may contain a COBA ID number. If so, be certain to include that number on your claim.
- For claim status inquiries, contact Blue Shield at (800) 622-0632.

When should I expect to receive payment?

The claims you submit to the Medicare intermediary will be crossed over to the Blue plan only after they have been processed by the Medicare intermediary. This process may take up to 14 business days. This means that the Medicare intermediary will be releasing the claim to the Blue plan for processing at about the same time you receive the Medicare remittance advice. As a result, it may take an additional 14 to 30 business days for you to receive payment from the Blue plan.

What should I do in the meantime?

If you submitted the claim to the Medicare intermediary/carrier, and haven't received a response to your initial claim submission, don't automatically submit another claim. Rather, you should:

- Review the automated resubmission cycle on your claim system.
- Wait 30 days.
- Check claims status before resubmitting.

Sending another claim, or having your billing agency resubmit claims automatically, actually slows down the claim payment process and creates confusion for the member.

Who do I contact if I have questions?

If you have questions, please call Blue Shield at (800) 622-0632.