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SPECIAL BULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

NOVEMBER 8, 2013

BLUECARD® SUBMISSION TIPS A HELPFUL GUIDE FOR YOUR OFFICE

Highmark Blue Cross Blue Shield Delaware (Highmark Delaware) is committed to ensuring that we provide you with resources that can help you do business with us. The BlueCard Program gives our members access to doctors and hospitals almost everywhere, and makes it easier for you to file claims when you see an out-of-area member. We understand that navigating the submissions of these claims can sometimes be tricky, so we've put together a guide* that will help you when need to submit a BlueCard claim. You can find the guide attached to this Special Bulletin. We encourage you to share this information with your office staff.

VISIT THE BLUECARD PAGE ON THE PROVIDER RESOURCE CENTER FOR EVEN MORE INFORMATION!

We have an entire page on our online Provider Resource Center dedicated to the BlueCard Program. Simply select *BlueCard* from the menu on the left-hand side of the page to find a program overview, frequently asked questions, and much more, including the submission tips guide. There is also a link to a router that will display the medical policy and pre-certification/pre-authorization information for out-of-area members.

The Highmark Blue Shield Office Manual also offers information you may find valuable on the BlueCard program, including how to identify BlueCard members and how to verify their eligibility and benefits. The office manual is also available on the Provider Resource Center, under *Administrative Reference Materials*. You can find the BlueCard information in Chapter 3, Unit 5.

Thank you for your continued support of Highmark Delaware. If you have any questions about BlueCard claims submission, please call our Provider Services department, toll-free, at 1-800-346-6262.

*You may have received a similar guide in the past. This information has been updated and we ask that you please discard any previous version(s) of the BlueCard submission guide you may have.



HOW TO SUBMIT BLUECARD® CLAIMS

The national BlueCard program makes it easier for you to provide health care services to out-of-area members and to file claims because it links participating health care providers with the independent Blue Cross and Blue Shield Plans through a single electronic network. Please use the table below to help you accurately submit your BlueCard claims. If, after consulting this table, you have any questions, please contact your Provider Relations Representative. The same logic applies if you have one office in Delaware and one office in Maryland.

IF	AND YOU	AND	THEN
Your servicing office is located in Delaware...	Have a contract with Delaware and a contiguous area contract with Pennsylvania ...	You see a Pennsylvania member who resides or works in Pennsylvania ...	The claim should be filed to Pennsylvania. It is a local Pennsylvania in-network claim.
		You see a Delaware member...	The claim should be filed to Delaware. It is a local Delaware in-network claim.
		You see a Pennsylvania member who does not reside or work in Pennsylvania...	The claim should be filed to Delaware. Regular BlueCard filing rules apply – it is a BlueCard in-network claim.
	Have a contract with Delaware and do not have a contiguous area contract with Pennsylvania ...	You see a Delaware member...	The claim should be filed to Delaware. It is a local Delaware in-network claim.
		You see a Pennsylvania member or any other Plan's member...	The claim should be filed to Delaware. Regular BlueCard filing rules apply – it is a BlueCard in-network claim.
	Do not have a contract with Delaware, but have a contiguous area contract with Pennsylvania ...	You see a Pennsylvania member who resides or works in Pennsylvania ...	The claim should be filed to Pennsylvania. It is a local Pennsylvania in-network claim.
		You see a Delaware member...	The claim should be filed to Delaware. It is a local Delaware out-of-network claim
		You see a Pennsylvania member who does not reside or work in Pennsylvania, or any other Plan's member...	The claim should be filed to Delaware. Regular BlueCard filing rules apply – it is a BlueCard out-of-network claim.

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IF	AND YOU	AND	THEN
You have servicing offices in Delaware and Pennsylvania...	Have a contract with Delaware and Pennsylvania ...	You see a Delaware member in your Delaware office...	The claim should be filed to Delaware. It is a local Delaware in-network claim.
		You see a Pennsylvania member who resides or works in Pennsylvania in your Delaware office...	The claim is filed to Pennsylvania. It is a local Pennsylvania in-network claim.
		You see a Pennsylvania member who does not reside or work in Pennsylvania or any other Plan's member in your Delaware office...	The claim should be filed to Delaware. Regular BlueCard filing rules apply – it is a BlueCard in-network claim.
	Have a contract with Delaware...	You see a Delaware member in your Delaware office...	The claim should be filed to Delaware. It is a local Delaware in-network claim.
		You see any other Plan member in your Delaware office...	The claim should be filed to Delaware. Regular BlueCard filing rules apply – it is a BlueCard in-network claim.
		You see a Pennsylvania member in your Pennsylvania office...	The claim should be filed to Pennsylvania. It is a local Pennsylvania out-of-network claim.
		You see any other Plan member in your Pennsylvania office...	The claim should be filed to Pennsylvania. Regular BlueCard filing rules apply – it is a BlueCard out-of-network claim.
You have servicing offices in Delaware and Pennsylvania...	Have no contracts with either Delaware or Pennsylvania ...	You see a Delaware member in your Delaware office...	The claim should be filed to Delaware. It is a local Delaware out-of-network claim.
		You see any other Plan member in your Delaware office...	The claim should be filed to Delaware. Regular BlueCard filing rules apply – it is a BlueCard out-of-network claim.
		You see a Pennsylvania member in your Pennsylvania office...	The claim should be filed to Pennsylvania. It is a local Pennsylvania out-of-network claim.
		You see any other Plan member in your Pennsylvania office...	The claim should be filed to Pennsylvania. Regular BlueCard filing rules apply – it is a BlueCard out-of-network claim.

