

- The BlueCard Program links participating health care providers and the independent Blue Cross and Blue Shield Plans across the country through a single electronic network for professional, outpatient and inpatient claims processing and reimbursement.
- The program allows participating Blue Cross and Blue Shield providers to submit claims for patients who are enrolled through another Blue Plan to their local Blue Cross and Blue Shield Plan.

Services Covered Under the BlueCard Program

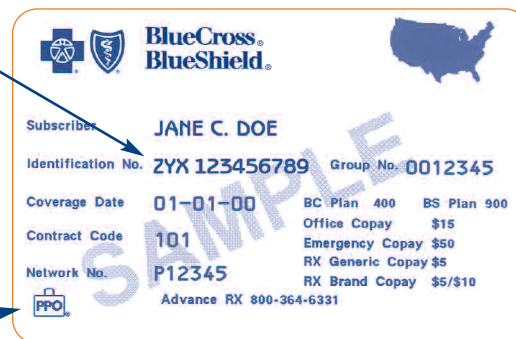
- The BlueCard Program applies to all inpatient, outpatient and professional services.
- Submit claims for these services to Blue Cross and Blue Shield (of Texas).

Alpha Prefix

The 3 letter alpha prefix of the member's identification number is the key to identifying and correctly routing BlueCard claims. It identifies the member's Plan or the National Account to which the member belongs. Always include the 3 letter alpha prefix in the ID field when you are filing the claim.

BlueCard PPO suitcase logo

This logo indicates that members from any BCBS Plan have PPO benefits that are delivered through the BlueCard Program.



BlueCross BlueShield


Subscriber: JANE C. DOE

Identification No. ZYX 123456789 Group No. 0012345

Coverage Date 01-01-00 BC Plan 400 BS Plan 900
Office Copay \$15

Contract Code 101 Emergency Copay \$50
RX Generic Copay \$5

Network No. P12345 RX Brand Copay \$5/\$10
Advance RX 800-364-6331

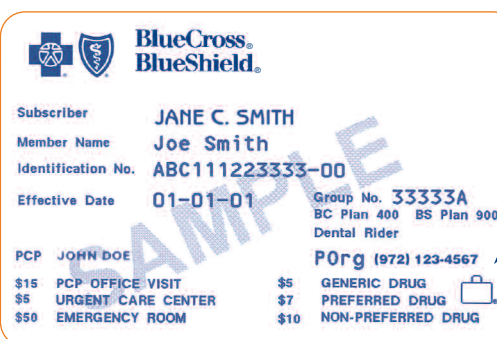


Services Not Covered Under the BlueCard Program

- The BlueCard Program does not apply to the following services:
 - Identification cards without an alpha prefix – Submit claims for these services to the patient's BCBS Plan in which the member is enrolled. The address is on the back of the Identification Cards.
 - Federal Employee Program (FEP)
 - Stand-alone dental and prescription drugs

Identification of BlueCard Members

The main identifiers for BlueCard members are the alpha prefix and, for eligible PPO members, the "PPO in a suitcase" logo, or the "Empty Suitcase" logo for Point of Service (POS) or traditional coverage and HMO Away From Home Care. The alpha prefix will identify the patient's BCBS Plan (for example: ZGP for Texas), the National Account to which the member belongs (for example: HBT for Halliburton) or the patient's international BCBS Plan (for example: ZZC for Italy).



BlueCross BlueShield

Subscriber: JANE C. SMITH


Member Name: Joe Smith

Identification No. ABC111223333-00

Effective Date 01-01-01 Group No. 33333A
BC Plan 400 BS Plan 900
Dental Rider

PCP JOHN DOE POrg (972) 123-4567

\$15 PCP OFFICE VISIT	\$5 GENERIC DRUG
\$5 URGENT CARE CENTER	\$7 PREFERRED DRUG
\$50 EMERGENCY ROOM	\$10 NON-PREFERRED DRUG



"Empty Suitcase" Logo

This is an identifier for BlueCard members who receive benefits other than PPO benefits, for example Traditional, POS and HMO Away From Home Care.

How The BlueCard Program Works

1 Patient Responsibility

When a patient travels or lives outside of the BCBS Plan in which he is enrolled, he has three responsibilities:

- Locate a provider by calling the Provider Locator number (800) 810-BLUE (2583). The PPO suitcase logo on the identification card means that the member must see a PPO provider to receive maximum benefits.
- Pre-certify inpatient and some outpatient surgeries by calling the number on the back of the ID card.
- Present the card at the time of service.

2 Provider Responsibility

When you see a patient from another Blue Cross and Blue Shield Plan, you should:

- Ask the patient for the most current health ID card.
- Examine the ID card for key indicators:
 - The **PPO suitcase logo or empty suitcase** logo. The PPO suitcase logo means that the patient must receive care from a PPO provider to receive maximum benefits. The empty suitcase logo represents Traditional, POS and HMO Away From Home Care.
 - The alpha prefix identifies the member's BCBS Plan, National Account or country to which the member belongs. Always include the three letter alpha prefix in the ID field when you are filing the claim. This alpha prefix is necessary to correctly route BlueCard claims.

- Check eligibility and benefits for BlueCard members:
 - Call 1-800-676-BLUE (2583). Have the member's ID card ready before calling.
 - The operator will ask for the alpha prefix. The alpha prefix identifies the patient's BCBS Plan, (Domestic or International).
 - The operator will connect you to the patient's home plan for eligibility and benefits.
 - If there is no alpha prefix on the card, this usually means that claims for this member should not be processed through BlueCard. Call the phone number on the back of the ID card for eligibility and benefits. File the claim to the address listed on the back of the card for non-BlueCard claims.
 - File all BlueCard claims to Blue Cross and Blue Shield of Texas.

**P.O. Box 660044
Dallas, Texas 75266-0044**

Who do I call about claims status, adjusting BlueCard claims and resolving other issues?

You should follow the same steps that you do for any claim inquiry. The sequence of steps is listed below:

- Access the electronic transaction reports if you transmit claims through Availity, L.L.C.
- Access our electronic databases. If information on your claims is not available, follow the next step.

- Access the interactive Voice Response System or speak with a Provider Customer Service Representative who will assist you in determining the status of your claim. Contact Provider Customer Service at 1-800-451-0287.

How can I find out more information about the BlueCard Program?

For information about the BlueCard Program, you may review articles in the *Blue Review* newsletter. Copies of previous *Blue Review* newsletters may be found on our Provider Web site at www.bcbstx.com/provider.

3 BCBSTX Responsibilities

Both the host and the home plan have a part in processing the member's claim for services that are rendered when the member is traveling or living outside of the home plan area.

Processing BlueCard Claims

- BCBSTX sends the claim electronically to the member's home plan which then adjudicates the claim according to the member's contract and sends an electronic disposition back to BCBSTX.
- BCBSTX sends a Provider Claim Summary (PCS) with processing information for all claims. In addition, BCBSTX issues payment when appropriate.
- BCBSTX handles all provider inquiries, reviews and adjustments.

To check eligibility and benefits for BlueCard members: Call 1-800-676-BLUE (2583)