The BlueCard Program makes filing claims easy.

BlueCard is a national program that enables Blue members to obtain healthcare services while traveling or living in another Blue Plan service area. The Program links healthcare providers with all the Blue Plans across the nation through a single electronic network for claims processing and reimbursement. Additionally, the program links providers in more than 200 countries and territories worldwide.

The Program allows you to conveniently submit claims for patients from other Blue Plans, either domestic or international, to your local Blue Plan.
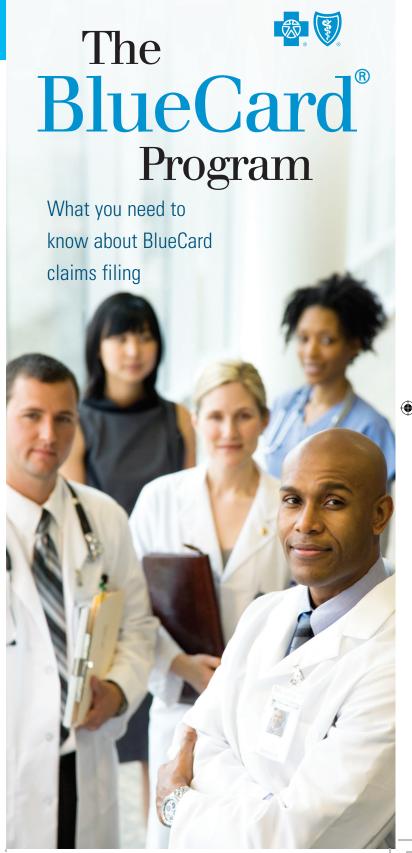
For your convenience, your local Blue Plan is your single contact for claims payments, adjustments and customer service issues — for all BlueCard claims.

To learn more about the BlueCard Program, call your local Blue Plan or visit **www.BCBS.com**.

The BlueCard®

Now, Home Is Where The Card Is®

The BlueCard®

Program

What you need to know about BlueCard claims filing

The BlueCard® Program

Our commitment to you

Blue^SM providers, just like you, serve nearly 100 million Blue members nationwide, including almost 25 million National Account members. We understand the importance of ensuring easy administration for you, and we want your patients to have a positive experience with each visit.

As a result, we are committed to meeting your needs and expectations by providing you with a single point of contact through your local Blue Plan for claims, customer service and provider education-related inquiries.

Important facts about the Alpha Prefix

- The alpha prefix on a member ID is key to facilitating prompt payment and is always three alpha characters.

- It is used to identify and correctly route claims and confirm a patient's membership and coverage.

- It is critical for the electronic routing of specific HIPAA transactions to the appropriate Blue Plan.

- It is very important to capture all ID card data at the time of service.

- It is important that you accurately submit the alpha prefix and member ID number as identified on the Blue ID card.

Filing claims for BlueCard members

1. Ask for the member's current Blue^SM ID card.

2. Check benefits and eligibility by either using your local Blue Plan's electronic capabilities or by calling 1.800.676.BLUE (2583).

3. Submit the claim electronically to your local Blue Plan for faster processing.

4. To check claim status, contact your local Blue Plan.
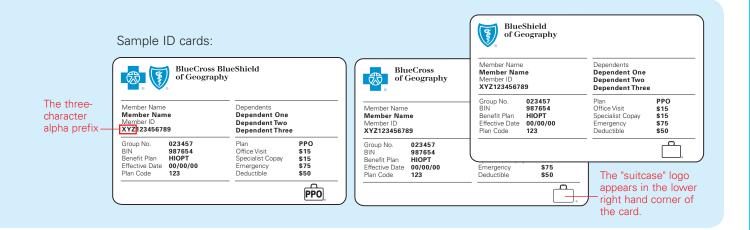
Helpful tips about member IDs:

- Member's ID numbers are not Social Security Numbers.

- Be sure that all of your system upgrades accommodate the alpha prefix and all subsequent characters, up to 17 positions total.

- A correct member ID number includes the alpha prefix (first three positions) and all subsequent characters, up to 17 positions total.

- Some member ID numbers may include alphabetic characters in other positions following the alpha prefix, while others may be fewer than 17 positions.

- Do not add/delete characters or numbers within the member ID.

- Do not change the sequence of the characters following the alpha prefix.

- Please make copies of the front and back of the ID card, and pass this information to your billing staff.

If you have any questions about the BlueCard Program or filing claims for out-of-area patients, contact your local Blue Plan.

How to identify members

BlueCard members have a three-character alpha prefix at the beginning of their ID number. The alpha prefix is key to facilitating prompt payment.

The member ID is a combination of alpha and numeric characters.

Sample ID cards:

The three-character alpha prefix

BlueCross BlueShield of Geography

Member Name	Dependents
Member Name	**Dependent One**
Member ID	**Dependent Two**
XYZ123456789	**Dependent Three**

Group No.	**023457**	Plan	**PPO**
BIN	**987654**	Office Visit	**$15**
Benefit Plan	**HIOPT**	Specialist Copay	**$15**
Effective Date	**00/00/00**	Emergency	**$75**
Plan Code	**123**	Deductible	**$50**

PPO

BlueCross of Geography

Member Name	
Member Name	
Member ID	
XYZ123456789	

Group No.	**023457**		
BIN	**987654**		
Benefit Plan	**HIOPT**		
Effective Date	**00/00/00**		
Plan Code	**123**		

Emergency	**$75**
Deductible	**$50**

BlueShield of Geography

Member Name	Dependents
Member Name	**Dependent One**
Member ID	**Dependent Two**
XYZ123456789	**Dependent Three**

Group No.	**023457**	Plan	**PPO**
BIN	**987654**	Office Visit	**$15**
Benefit Plan	**HIOPT**	Specialist Copay	**$15**
Effective Date	**00/00/00**	Emergency	**$75**
Plan Code	**123**	Deductible	**$50**

The "suitcase" logo appears in the lower right hand corner of the card.