

UID Conversion Guidelines

There have been recent legislative requirements enacted to prevent identity theft in several states, (e.g., Texas). These states now prohibit the use of Social Security Numbers (SSN) for identification purposes on any health care transactions. In response to this legislation, Blue Cross and Blue Shield of Illinois would like to reissue ID cards with a non-SSN based identification number.

BCBSIL will be providing Labor Funds with a predetermined range of nine digit numbers outside of the range used by the Social Security Administration. Funds should be aware that once these identification numbers are issued, they will all need to have programming in place to accept claim transactions with either the SSN or non-SSN based identification number. We would like to have at least one test file for the claims and the eligibility processing to ensure the conversion will be a success. Both the SSN and the non-SSN based unique identification number will be passed on the eligibility files. Funds will need to assess their internal programming and reporting ramifications of this change.

***Please note:** No layout changes will be made to the membership file or the claims file.*

Membership

The Unique ID will be populated in the subscriber number field of the membership layout. A conference call may be set up to discuss these membership changes prior to receiving a test file. After receipt of a successful test file, a production file may be required to load the new UID's. This process can take 4-6 weeks; therefore the first test file should be scheduled appropriately to accommodate the ID card mailing.

Claims

All UID conversions will be based on service date, not process date. Therefore, each Fund/TPA must be able to accept and identify claims using the member's SSN and the UID, depending on which is sent on the transmission record. The transmission file records contain only one member number field, therefore only one of the two (SSN or UID) will be passed.

Providers will populate a member number on their claim submissions based on the ID card they are shown or have on file. BCBSIL will pass, on the transmission record, the number that is submitted on the claim. Each Fund/TPA will be required to accommodate a claim with either an SSN or a UID in the member number field.

There are specific ways of handling a claim that is submitted with an SSN after the UID conversion date:

Illinois Electronic Processing:

- If a claim is submitted with an SSN with a Date of Service (DOS) prior to the UID conversion date, the claim should be returned to BCBSIL with the SSN in both member number fields (EDF2 positions 185 and 225) on the disposition record.
- If a claim is submitted with an SSN with a DOS on or after the UID conversion date, the claim should be returned to BCBSIL with the UID in the second member number field (EDF2 position 225) on the disposition record. The first member number field (EDF2 position 185) on the disposition record should always match the number passed on the transmission record.

Blue Card HPA Processing:

- If a claim is submitted with an SSN with a DOS prior to the UID conversion date, the member number should not be changed on the HPA input screen.
- If a claim is submitted with an SSN with a DOS on or after the UID conversion date, the claim should be updated by the claims processor with the UID in the 'Actual Sub ID' field on the first HPA screen (IUCA02-CA02). **Please remember to include the alpha prefix as the first three characters.**

Blue Card ALIM Processing:

- If a claim is submitted with an SSN with a DOS prior to the UID conversion date, the SSN should be returned to BCBSIL on the disposition record in both the 'Input Sub ID' field and the 'Actual Sub ID' field.
- If a claim is submitted with an SSN with a DOS on or after the UID conversion date, the claim should be updated and returned to BCBSIL with the UID on the disposition record. The UID should be populated in the 'Actual Sub ID' field. The 'Input Sub ID' field should always be populated with the member number sent on the transmission record. **Please remember to include the alpha prefix as the first three characters.**

All claims history and accumulator information previously processed under the member's SSN will need to be tied to the member's new UID. Please be sure to have all of these internal programs updated on your system prior to the UID conversion date.

All adjustments must be processed under the same member number that was used on the original claim. Please supply the DCN and either the SSN or UID (whichever member number the original claim was finalized under) when submitting a transmittal request to the FSU.

Each Fund/TPA will receive a claims test file prior to their conversion. Ten members and their associated UID will need to be identified for testing purposes by the Fund/TPA. 3-4 weeks is needed for claims testing.

Reporting

All reports that contain member number information will be affected by the UID conversion. In general, the Fund/TPA's system should be able to identify a claim record with an SSN or a UID. Please make sure all programs are updated to accommodate the following situations.

- Most reports are reflecting finalized claims. These records will contain member numbers based on the disposition record sent by the Fund/TPA. If the member number is changed on the disposition record, as discussed in the claims section above, the report will reflect the new number. Below are reports that fall under this category.
 1. BARS
 2. CL03 (file name = DET)
 3. BlueGateway (file name = BGR or PCL)
 4. 70G Savings Report

- The backlog reports will reflect the member number that is sent on the transmission record. These claims have not been finalized and therefore have not been updated by the Fund/TPA yet.
 1. Illinois file name = RPT
 2. Blue Card file name = BCB

Any questions or concerns regarding these UID conversion guidelines should be directed to your Marketing Support representative.