



BlueCard Claims Filing

Providers just like you serve nearly 116.1 million Blue Cross and Blue Shield members nationwide, including 42.1 million national account members.

BlueCard enables members to obtain healthcare services while traveling or living in another Blue Cross and Blue Shield company's service area. The program links healthcare providers with all BCBS companies 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.

To ensure easy administration for you and a positive experience for your patients, your local BCBS company is your single point of contact for claims, customer service and provider education-related inquiries.

Important facts about the prefix

- The prefix on a member ID is key to facilitating prompt payment.
- It is always three 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 BCBS company.
- It and the member ID number as identified on the member ID card must be accurately submitted.

Filing claims for BlueCard members

1. Ask for the member's current member ID card. It is important to capture all ID card data at the time of service.
2. Check benefits and eligibility either by using your local BCBS company's electronic capabilities or calling 1.800.676.BLUE (2583).
3. Submit the claim electronically to your local BCBS company for faster processing.
4. To check claim status, contact your local BCBS company.

Helpful tips about member IDs

- Member ID numbers are not Social Security Numbers.
- Be sure that all of your system upgrades accommodate the prefix and all subsequent characters, up to 17 positions total.
- The member ID is a combination of alpha and numeric characters. A correct member ID number includes the prefix (first three positions) and all subsequent characters, up to 17 positions total.
- Some member ID numbers may include alpha characters in other positions following the prefix, while others may be fewer than 17 positions.
- Do not add or delete characters or numbers within the member ID.
- Do not change the sequence of characters following the prefix.
- Make copies of the front and back of the member ID card and pass this information to your billing staff.

Sample ID cards

The three-character prefix

The “suitcase” logo or applicable product indicator will appear on the front of the card.

		BlueCross BlueShield	
Subscriber Name:		Plan	PPO
JOHN DOE		Office Visit	\$20
Identification Number:		Specialty Copay	\$20
XYZ987654321		Emergency	\$100
Group Number: 567890		Deductible	\$100
BIN: 01234			
Benefit Plan: H10PT			
Effective Date: 00/00/00			
			



		BlueCross BlueShield	
Geography			
Member Name	Network	In	Out
JOHN SAMPLE	Deduct Ind/Fam	1,000/2,000	3,500/7,000
ID # XYZ987654321	Max OOP Ind/Fam	2,000/4,000	5,000/10,000
Group No. 567890	RxBIN 610455		
Dependent(s)	RxPCN CHM		
JANE SAMPLE	RxGRP CAPLR		
JAMES SAMPLE			
JESSICA SAMPLE			
			

**To learn more about BlueCard, visit [BCBS.com](https://www.bcbs.com)
or call your local BCBS company.**

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