



## BlueCard (Out-of-State Plans) Quick Reference Guide

| Major Characteristics  | Benefits, Eligibility, Claims Status or Verification  | Claim Reviews, All Correspondence   | Preauthorization  | Laboratory and Radiology Services   | Behavioral Health Services (Mental Health and Chemical Dependency)   |
|--|---|---|---|---|--|
| <ul style="list-style-type: none"> <li>• <b>BlueCard</b> benefits vary by plan type.</li> <li>• If the <b>BlueCard</b> ID number includes a three-character prefix, Blue Cross and Blue Shield of Texas (BCBSTX) will be your primary contact for claims filing and customer service.</li> <li>• If the <b>BlueCard</b> ID number does not include a three-character prefix, you will need to contact the Home Plan directly. Please follow the instructions on the back of the ID card.</li> <li>• Physicians and professional providers may only bill for copayments, cost share (coinsurance) and deductibles, where applicable.</li> </ul> | <ul style="list-style-type: none"> <li>• Eligibility and benefit information may be obtained through <a href="http://avaality.com">avaality.com</a> or a web vendor of your choice or call <b>800-676-BLUE*</b>.</li> <li>• Claim Status may be obtained through the <a href="#">Avaality Claim Status Tool</a> or a web vendor of your choice.</li> <li>• To adjust a claim, call BCBSTX Provider Customer Service at <b>800-451-0287**</b>.</li> <li>• <b>Verification does not apply to Out-of-State Plans.</b></li> <li>• <b>Claims for all subscribers whose ID cards indicate a three-character prefix should be submitted electronically.</b> BCBSTX Electronic Payor ID: <b>84980</b></li> </ul> <p>If the physician or professional provider must file a paper claim and the ID Card number includes a three-character prefix, mail claim to:</p> <p style="text-align: center;">BCBSTX<br/>P.O. Box 660044<br/>Dallas, Texas<br/>75266-0044</p> <p>Claims for all subscribers whose ID cards <b>do not</b> indicate a three-character prefix should be submitted to the address on the back of the subscriber's ID card.</p> <ul style="list-style-type: none"> <li>• Services not covered under the <b>BlueCard</b> program include Dental and Prescription Drug programs. Please contact the patient's Home Plan for information about these services.</li> </ul> <p><i>To access eligibility and benefits, you must have full subscriber's information, i.e., subscriber's ID, patient date of birth, etc.</i></p> <p><i>**To adjust a claim, you must have a document control number (claim number)</i></p> | <ul style="list-style-type: none"> <li>• If the subscriber ID number <b>includes</b> a three-character prefix on the subscriber ID card, Claim Reviews and Correspondence should be sent to:<br/><br/>BCBSTX<br/>P.O. Box 660044<br/>Dallas, TX<br/>75266-0044</li> <li>• The Claim Review form with instructions is located on the BCBSTX website at:<br/><br/><a href="http://bcbstx.com/provider">bcbstx.com/provider</a></li> </ul> <p>click on the Education and Reference tab, then click on Forms</p> <ul style="list-style-type: none"> <li>• If the ID number <b>does not include</b> a three-character prefix on the subscriber's ID card, contact Customer Service utilizing the phone number on the back of the subscriber's ID card for instructions on where to send correspondence, claim reviews, etc.</li> </ul> | <p>Please contact the telephone number for prior authorization listed on the back of the ID card.</p> | <p><b>Laboratory Services</b></p> <ul style="list-style-type: none"> <li>• Providers should refer outpatient lab services to in-network participating Blue Choice PPO lab providers.</li> <li>• To locate participating labs in the <b>Blue Choice PPO</b> network, visit the <a href="#">Provider Finder</a>.</li> </ul> <p><b>Radiology Services</b></p> <ul style="list-style-type: none"> <li>• For a BlueCard Subscriber, please contact Customer Service utilizing the phone number on the back of the member's ID card to determine if the radiology services requires prior authorization or a Radiology Quality Initiative (RQI) through AIM Specialty Health®.</li> </ul> | <ul style="list-style-type: none"> <li>• Please contact the telephone number for Behavioral Health or Customer Service listed on the back of the subscriber's ID card for instructions.</li> </ul> |

**This guide is intended to be used for quick reference and may not contain all of the necessary information.**

## Additional Information Page

### Claims Submission:

- **All claims should be submitted electronically.** The Electronic Payor ID for BCBSTX is **84980**.
  - For support relating to claims that are being sent to the Availity platform, submitters should contact Availity Client Services at **1-800-282-4548**.
  - For support relating to claims and/or other transactions available on the Availity portal or other Availity platforms, submitters should contact Availity Client Services at **1-800-282-4548**.
  - For information on electronic filing, access the Availity website at [availity.com](https://www.availity.com). Paper claims must be submitted on the Standard CMS-1500 (02/12) or UB04 claim form.
- All claims must be filed with the insured's complete unique ID number including any letter or 3-character prefix.
- Duplicate claims may not be submitted prior to the applicable 30-day (electronic) or 45-day (paper) claims payment period.
- If services are rendered directly by the physician or professional provider, the services may be billed by the physician or professional provider. However, if the physician or professional provider does not directly perform the service and the service is rendered by another provider, only the rendering provider can bill for those services. **Note:** This does not apply to services provided by an employee of a physician or professional provider, e.g. Physician Assistant, Surgical Assistant, Advanced Practice Nurse, Clinical Nurse Specialist, Certified Nurse Midwife and Registered Nurse First Assistant, who is under the direct supervision of the billing physician or professional provider.

**ParPlan** is a Blue Cross and Blue Shield of Texas (BCBSTX) payment plan under which health care professionals agree to:

- File all claims electronically for BCBSTX patients;
- Accept the BCBSTX allowable amount;
- Bill subscribers only for deductibles, cost-share (coinsurance) and medically necessary services which are limited or not covered; either at the time of service or after BCBSTX has reimbursed the provider;
- Not bill BCBSTX for experimental, investigative or otherwise unproven or excluded services; and
- Not bill either BCBSTX or subscriber for covered services which are not medically necessary.

**For all Blue Cross and Blue Shield plans/products**, BCBSTX encourages the provider's office to:

- Ask for the subscriber's ID card at the time of a visit;
- Copy both sides of the subscriber's ID card and keep the copy with the patient's file;
- Eligibility, benefits and/or verification requests, contact [availity.com](https://www.availity.com) or a web vendor of your choice or call the toll-free Provider Customer Service number indicated on the subscriber's ID card.
- Claim status may be obtained through the Availity Claim Status Tool or a web vendor of your choice.
- For Claim Adjustments, call the toll-free Provider Customer Service number indicated on the subscriber's ID card.
- Utilize **Availity Authorization and Referrals** at [www.availity.com](https://www.availity.com) to obtain: approval of benefits for select outpatient services and inpatient admissions, maternity notifications, or for notification within 48 hours of an emergency hospital admission. Use [aimspecialtyhealth.com](https://www.aimspecialtyhealth.com) for AIM managed authorizations. For case management, call the Medical Care Management Department at 1-800-441-9188.

### Provider Record ID and Network Effective Dates:


- A minimum of 30 days advance notice is required when making changes affecting the provider's BCBSTX status, especially in the following areas:
  - (1) Physical address (primary, secondary, tertiary);
  - (2) Billing address;
  - (3) NPI and Provider Record ID changes;
  - (4) Moving from Group to Solo practice;
  - (5) Moving from Solo to Group practice;
  - (6) Moving from Group to Group practice; and
  - (7) Backup/covering providers.
- **New** Provider Record ID effective dates will be established as of the date the completed application is received in the BCBSTX corporate office. This applies to all additions, changes and cancellations.
- BCBSTX will not add, change or cancel information related to the Provider Record ID on a retroactive basis.
- Retroactive Provider Record ID effective dates will not be issued.
- Retroactive network participation will not be issued.
- Delays in status change notifications will result in reduced benefits or non-payment of claims filed under the new Provider Record ID.
- If the provider files claims electronically and their Provider Record ID changes, the provider must contact the Availity Health Information Network at **1-800-282-4548** to obtain a new EDI Agreement.
- Submit a **Provider Onboarding Form** to obtain a Provider Record ID. Please visit the [Provider Onboarding Process](#) page on our website for the form and more information.

### BlueCard (Out-of-State Claims):

- To check benefits or eligibility, call **800-676-BLUE (2583)\***;
- File all claims that include a 3-character prefix on the subscriber's ID card to BCBSTX (**Note:** The subscriber's unique ID number may contain alpha-numeric characters which may or may not directly follow the 3-character prefix);
- File all other claims directly to the Home Plan's address as it appears on the back of the subscriber ID card;
- For status of claims filed to BCBSTX, contact your electronic connectivity vendor, i.e. Availity or other electronic connectivity vendor or call the toll-free Provider Customer Service number indicated on the subscriber's ID card or as listed on the previous pages for the appropriate plan type.

*\*To access eligibility and benefits, you must have full subscriber's information, i.e. subscriber's ID, patient date of birth, etc.*

*\*\*To adjust a claim, you must have a document control number (claim number)*

 By clicking this link, you will go to a new website/app ("site"). This new site may be offered by a vendor or an independent third party. The site may also contain non-Medicare related information. In addition, some sites may require you to agree to their terms of use and privacy policy.

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to Blue Cross and Blue Shield of Texas.

AIM Specialty Health is an independent medical benefits management company that provides utilization management services for Blue Cross and Blue Shield of Texas (BCBSTX).