

# Blue Choice PPO<sup>SM</sup> and Blue High Performance Network<sup>SM</sup> (BlueHPN)<sup>SM</sup> Provider Manual Filing Claims - General Information

**Important  
Note:**

Throughout this provider manual there will be instances when there are references unique to Blue Choice PPO, Blue High Performance Network, Blue Edge, EPO and the Federal Employee Program. These specific requirements will be noted with the plan/network name. If a Plan/network name is not specifically listed or "Plan" is referenced, the information will apply to all PPO products.

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## Blue Choice PPO and BlueHPN Provider Manual Filing Claims - General Information

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### Claims Filing Overview

In this section, Blue Cross and Blue Shield of Texas (BCBSTX) will assist providers with basics regarding filing claims including timely filing and who to contact with questions.

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### Clinical Payment and Coding Policies

BCBSTX provides **Clinical Payment and Coding Policies** which are based on criteria developed using healthcare professionals and industry standard guidelines. Additional sources are used and can be provided upon request. The clinical payment and coding guidelines are not intended to provide billing or coding advice but to serve as a reference for facilities and providers.

Refer to the [Clinical Payment and Coding Policies](#) under [Standards and Requirements](#) on the provider website to review the policies

and any updates.

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### Provider Tools

We have designed useful tools for health care providers whether doing research or streamlining billing. These tools can help you evaluate costs, save time, improve service and more. Refer to the [Provider Tools](#) page on the provider website for more information.

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### How to File Claims

Providers are encouraged to submit claims electronically using Availity® or their preferred vendor. Refer to [Electronic Commerce](#) on the provider website for information on submitting claims electronically. The BCBSTX electronic payor ID code is **84980**.

Should you have a question about claims processing, as the first point of contact, contact your electronic connectivity vendor, e.g., Availity or other connectivity vendor or contact BCBSTX Provider Customer Service by calling **1-800-451-0287**.

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### Timely Filing Procedures

**Plan** claims must be submitted within **365** days of the date of service (DOS). For institutional claims, the timely filing period begins as of the DOS listed in the "Through" field of the "Statement Covers Period" of the UB-04. For professional claims, the filing period begins on the date service was rendered unless otherwise indicated by the provider contract and/or subscriber's health benefit plan. Health care providers must submit a complete claim for any services provided to a member. Claims that are not submitted within **365** days from the date of service are not eligible for reimbursement. Claims submitted after the designated cut-off date will be denied on a Provider Claim Summary (PCS). The subscriber cannot be billed for these denied services.

**Plan** network health care providers may not seek payment from the subscriber for claims submitted after the **365**-day filing deadline. Please ensure that statements are not sent to **Plan** subscribers, in accordance with the provisions of your **Plan** contract.

Corrected claims must be filed with the appropriate bill type and filed according to the claims filing deadline as listed in this manual or in the subscriber's contract. If a provider is unable to submit the corrected claim electronically, they must submit the paper claim with a [Corrected Claim Form](#) which can be found on the provider website under **Forms** in the **Education and Reference** menu.

If a health care provider feels that a claim has been denied in error for untimely submission, the health care provider may submit a request for claim review. Refer to the [Claim Review Form](#) and instructions.

If a claim is returned to the health care provider of service for additional information, it should be resubmitted to BCBSTX within 90 days. The 90 days begin with the date BCBSTX mails the request. The claim should be returned with the letter received or with an [Additional Information Form](#) which can be found on the provider website under **Forms** in the **Education and Reference** menu.

### Update Provider Demo- graphics

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**Report changes immediately** to your name, telephone number, address, Tax Identification Number (TIN), National Provider Identifier (NPI) number(s), specialty, group practice or change of ownership -

- 1) To submit changes directly to BCBSTX, go to [bcbstx.com/provider](http://bcbstx.com/provider) and select the **Network Participation** tab, then scroll down to – Update Your Information – and complete the **Provider Demographic Change Form**, or
  - 2) Contact your [Network Management](#) office. For more detailed information, refer to Section A of this manual.
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**Update  
Provider  
Demo-  
graphics,  
cont.**

Please report all changes **30** to **45** days in advance of the effective date of the change, otherwise, these changes will not become effective until **30** to **60** days from the date BCBSTX receives written notification.

Keeping BCBSTX informed of any changes allows appropriate claims processing, as well as maintaining the **Plan's** Provider Directory with current and accurate information.

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**Addresses  
for Claims  
Filing and  
Customer  
Service**

The member's Identification (ID) card provides claims filing and customer service information. If in doubt, as a first point of contact, contact your electronic connectivity vendor, i.e., Availity or other connectivity vendor or contact Provider Customer Service at the following number:

**Toll-free 1-800-451-0287**

The following table provides claims filing and Customer Service addresses:

Plan/Group	Claims Filing Address	Customer Service Address
Blue Choice PPO Indemnity National Accounts BlueCard	BCBSTX P.O. Box 660044 Dallas, TX 75266-0044	BCBSTX P.O. Box 660044 Dallas, TX 75266-0044
Federal Employee Program (Group 27000)	BCBSTX P.O. Box 660044 Dallas, TX 75266-0044	BCBSTX P.O. Box 660044 Dallas, TX 75266-0044

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### Claims Filing Reminders

- BCBSTX will not accept any screen print sent by health care providers that have been generated on the health care provider's system.
  - All **Plan** health care providers are required to use their applicable NPI number when filing **Plan** claims.
  - If the **Plan** member gives a **Plan** health care providers the wrong insurance information, the **Plan** health care provider must submit the EOB (Explanation of Benefits) from the other insurance carrier. This information must reflect timely filing and the **Plan** health care provider must submit the claim to BCBSTX within **365** days from the date a response is received from the other insurance carrier.
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