

New Alphanumeric Prefix

The three-character prefix, previously called an alpha prefix, is a key component of the BlueCard® Program. The prefix defines service relationships and arrangements between Blue Plans and their members.

Prefix Changes

To increase the number of prefixes available for Blue Cross and Blue Shield (BCBS) Plans, prefixes were modified to allow combinations of alpha *and* numeric characters effective April 15, 2018. This means that all BCBS Plans and providers must be able to accept a prefix that includes a combination of alpha and numeric characters.

When members of other Blue Plans visit your office or facility, please continue to ask them for their current member identification (ID) card at each visit. This will help you to:

- Identify the member's health plan
- Obtain health plan contact information
- Speed up claims processing

Remember: Member ID cards are for identification purposes only. They do not guarantee eligibility or payment of a claim. You should always verify patient eligibility and benefits by logging in to Availity^{®1} at availity.com. You may also call our Provider Contact Center at (800) 727-2227.

What is a prefix?

- Prefixes include three characters that appear directly before a member's ID number on Blue Cross and/or Blue Shield Plan ID cards. The prefix is required for claims processing, so please remember to include it on the claim exactly as it appears on the card.
- A prefix can include alpha characters only or a combination of alpha and numeric characters. A prefix will never be only numbers (it must always have at least one alpha character) and will not include the number one or a zero.
- You will continue to see three character alpha only prefixes and prefixes that include combinations of letters and numbers (e.g., A2A, 2AA, 22A, AA2, 2A2, A22.)

How does this change affect me?

- Any time after April 15, 2018, you may see prefixes on member ID cards that include numeric characters. Remember to include the member ID prefix to conduct transactions and to check eligibility and benefits as you do today. Current prefixes will remain active unless cancelled by an account.
- If you made system changes to limit a Blue Plan prefix to a three-digit alpha only prefix, you will need to change your system to allow numeric characters as soon as possible.

¹Availity LLC, is a multi-payer joint venture company. For more information or to register, visit Availity's website at availity.com.

Where do I submit BlueCard claims?

- You should continue to submit BlueCard claims to Florida Blue as you do today. Please note that this change does not affect your reimbursement.
- Important: To avoid processing delays, all BlueCard claims should be submitted with the member ID number, including the prefix, exactly as it appears on the ID card.

What if I have a question?

If you have any questions about the prefix, please call the Florida Blue Provider Contact Center at 800-727-2227.

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