

Attention: NetworkBlue Providers Introducing Blue Cross and Blue Shield's National High-Performance Network

Beginning January 2021, the Blue Cross Blue Shield system's national high-performance program will be available in several U.S. markets, including Florida. **Florida Blue providers contracted with the NetworkBlue network** are included in *Blue High Performance NetworkSM (Blue HPNSM)*.

What You Need to Know

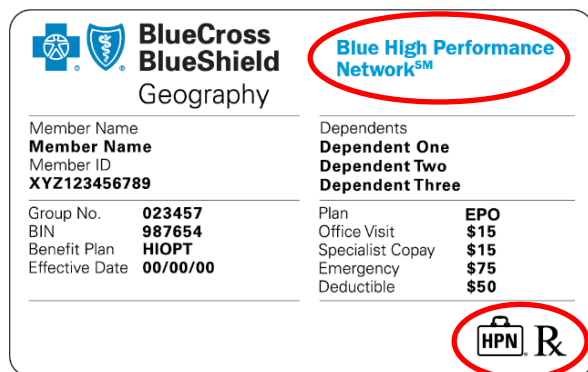
There are no changes to your existing NetworkBlue provider contract or the processes you use today. In general, the same procedures apply for both your Blue HPN and BlueCard[®] PPO patients. For example, you will check eligibility and benefits, conduct preservice reviews, request prior authorizations and submit claims using the same contacts and procedures as you do today in Availity^{®1}.

The key difference is that under the terms of their health plan, Blue HPN patients **will only have full benefits when receiving care from Blue HPN-participating providers**. When receiving care from non-Blue HPN providers, benefits may be limited to emergency care in areas where Blue HPN providers are available, and to urgent and emergency care in areas where no Blue HPN providers are available.*

Out-of-State Blue HPN Patients

You will be able to identify Blue HPN patients from outside of Florida by their BCBS member ID card. The "Blue High Performance Network" name is displayed on the front of the ID card, along with the "HPN in a suitcase" logo. Benefit limitations will be indicated on the back of the member ID card with the following disclaimer:

Benefits limited to emergent care at non-Blue HPN providers within Blue HPN product areas. Benefits limited to urgent and emergent care at non-Blue HPN providers outside of Blue HPN product areas.



BlueCross BlueShield Geography		Blue High Performance NetworkSM	
Member Name	Dependents		
Member Name	Dependent One		
Member ID	Dependent Two		
XYZ123456789	Dependent Three		
Group No. 023457	Plan	EPO	
BIN 987654	Office Visit	\$15	
Benefit Plan HIOPT	Specialist Copay	\$15	
Effective Date 00/00/00	Emergency	\$75	
	Deductible	\$50	



BlueCross BlueShield
Geography

www.BluePlan.com
Customer Service: **1-800-234-5678**
Outside of Area: **1-800-810-2583**
Eligibility: **1-800-676-2583**
Pharmacy Benefits: **1-800-123-4567**
Gamma Vision*: 1-800-987-6543

*ALPHA contracts directly with Gamma Vision.

BlueCross and BlueShield of Geography
P.O. Box 01234
City, State 01234-1234
An independent licensee of the BlueCross and BlueShield Association.

Members: See your benefit booklet for covered services. Possession of this card does not guarantee eligibility for benefits.

Hospital or physicians: file claims with local BlueCross and/or BlueShield Plan.

BlueCross and BlueShield of Geography provides administrative services only and does not assume any financial risk for claims.

Benefits limited to emergent care at non-Blue HPN providers within Blue HPN product areas.
Benefits limited to urgent and emergent care at non-Blue HPN providers outside of Blue HPN product areas.

Pharmacy benefits administrator

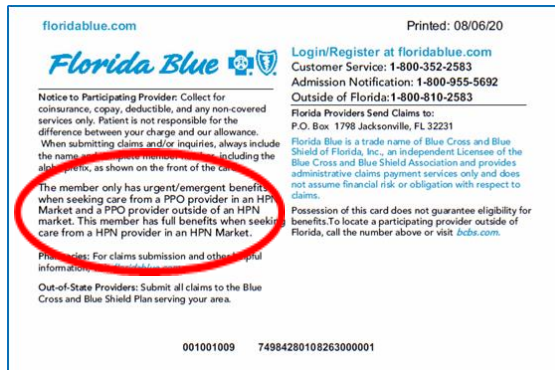
*Coverage of urgent and/or emergent (emergency) care is based on the Home Plan's medical/benefit policy.

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

Florida Blue “Blue HPN” Patients

You will be able to identify Florida Blue “Blue HPN” patients by their Florida Blue member ID card. The “Blue High Performance Network” name is displayed on the front of the ID card, along with the “HPN in a suitcase” logo. As these Florida Blue members are covered under BlueOptionsSM, the BlueOptions EPO name is displayed. These members should seek services from providers in the Blue Options Provider Network to receive full benefits. Benefit limitations will be indicated on the back of the member ID card with the following disclaimer:

Benefits limited to emergent care at non-Blue HPN providers within Blue HPN product areas. Benefits limited to urgent and emergent care at non-Blue HPN providers outside of Blue HPN product areas.



About Blue HPN

Blue HPN is a national high-performance network offered to large national employers for use with their health plans. It includes a full range of health care providers that include acute care facilities, primary care providers and all relevant specialty types, including ancillary services. However, not all providers are included in Blue HPN. Therefore, it is important you only recommend other Blue HPN providers when your Blue HPN patients need to see a specialist or another provider. In Florida, this includes NetworkBlue providers.