

Out-of-State Blue Plans May Contact You To Resolve Specific Member Issues

Florida Blue is now participating with 25 out-of-state Blue Cross and Blue Shield (BCBS) plans in a pilot to resolve common member issues quickly, resulting in improved member satisfaction and claim-payment response time. Our hope is to improve the experience of our members and your experience in doing business with us.

Through the Blue Cross and Blue Shield Association BlueCard® program, our members are able to obtain health care services while traveling or living in another Blue Cross and/or Blue Shield Plan's service area.

Until now, BCBS plans outside of Florida weren't able to contact Florida Blue providers directly, on behalf of their members, regarding simple questions or issues. This resulted in a delayed turnaround before a resolution was reached. That has now changed.

What This Means for You

The pilot allows participating BCBS plan service representatives to contact provider offices outside of their plan network to help resolve specific member issues. By having the service representative talk directly with your office while the member is on the phone with them, the issue can often be resolved in real time.

Types of Calls You Should Expect to Receive

Below are the common types of calls you may receive regarding member issues.

- Member's account is on hold while the host plan (Florida Blue) adjusts or reprocesses the claim.
- Florida provider has billed an out-of-state BCBS member, but there doesn't appear to be a claim on file.
- Out-of-state BCBS member received a bill from a Florida provider with incorrect member cost-sharing liability.
- Incorrect information on the out-of-state BCBS member's claim.

On the following page is the list of BCBS plans currently participating in the pilot.

If you have questions regarding this pilot, please contact the Florida Blue Provider Contact Center at 800-727-2227.

BCBS Plan Participation List

BCBS Plan
Anthem Blue Cross and Blue Shield Connecticut
Anthem Blue Cross and Blue Shield Maine
Anthem Blue Cross and Blue Shield New Hampshire
Anthem Blue Cross and Blue Shield Virginia
Blue Cross and Blue Shield of Alabama
Blue Cross and Blue Shield of Kansas
Blue Cross and Blue Shield of Kansas City
Blue Cross and Blue Shield of Louisiana
Blue Cross and Blue Shield of Massachusetts
Blue Cross Blue Shield of Michigan
Blue Cross and Blue Shield of Minnesota
Blue Cross and Blue Shield of Nebraska
Blue Cross and Blue Shield of North Carolina
Blue Cross and Blue Shield of Rhode Island
Blue Cross and Blue Shield of South Carolina
BlueCross BlueShield Tennessee
Blue Cross and Blue Shield of Vermont
CareFirst Blue Cross Blue Shield (Maryland, Virginia, Washington, D.C.)
Excellus BlueCross BlueShield
HealthNow (Western New York)
Highmark
Horizon Blue Cross and Blue Shield of New Jersey
Independence Blue Cross
Regence (Washington, Oregon, Idaho)
Wellmark Blue Cross and Blue Shield (Iowa, South Dakota)