



BlueCard Process and Resources Reminder

Purpose of this communication:

- To remind providers of the BlueCard process and available resources on the Provider Portal, HomeBridgeSM to ensure the correct home plan is contacted when authorization is not obtained by CareCentrix.

What do I need to know?

- BlueCard is a national program that enables members of one Blue Cross and Blue Shield (BCBS) Plan to obtain healthcare services while traveling or living in another BCBS plan’s service area.
- For BlueCard members receiving services in the Florida Blue or Horizon Healthcare Services, Inc., coverage areas, please reference the below grid to determine what action should be taken for each service type and to whom.

Service Type	Verify Eligibility and Benefits	Contact for Authorization	Submit Claims
Home Infusion	Home Plan	Home Plan	CareCentrix
DME	Home Plan	Home Plan	CareCentrix
Orthotics & Prosthetics (O&P)	Home Plan	Home Plan	CareCentrix
Home Health	Home Plan	CareCentrix*	CareCentrix

***CareCentrix will contact the Home Plan on the provider’s behalf to obtain authorization when required.**

What do I need to do?

- Please reference the BCBS Prefix Identification Tool available on the Provider Portal, HomeBridgeSM, to:
 - Determine patient’s plan type.
 - Obtain Home Plan contact information.
 - Learn of additional considerations related to possible services, coverage and benefits for certain plan types, where applicable.
- For additional details on the BlueCard process through CareCentrix, please review the BlueCard FAQ located in the BlueCard Education Center on the Provider Portal, HomeBridgeSM.
- Providers also may call (800) 676-BLUE (2583) and provide the 3-digit alpha prefix of the member’s ID number to be transferred to the appropriate plan.

Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to your assigned Network Management representative for assistance.