

### Reminder: Out-of-State Blues Plan Process (BlueCard)

#### Purpose of this communication:

- The purpose of this communication is to provide helpful reminders and tools to DME and HIT providers who service out-of-state Blues Plan members.

#### What do I need to know?

- CareCentrix will now use the term “out-of-state Blues Plan” in place of “BlueCard” to describe members of one Blue Cross Blue Shield (BCBS) Plan obtaining healthcare services while traveling or living in another BCBS Plan’s service area.
- The defining feature of the out-of-state Blues Plan program is there are two plans involved with the patient’s care:
  - The Home Plan – The BCBS plan in the state or region where the health plan is issued or originated.
  - The Host Plan – The BCBS state or region where the services are being rendered.
- Providers will need to verify eligibility and benefits **and** submit authorization requests with the **Home Plan** when servicing out-of-state Blues Plan members.
  - **Important:** Continue to submit claims to CareCentrix.
- CareCentrix has developed the following tools and resources to assist providers in identifying the member’s home plan and navigating the out-of-state Blues Plan process.:
  - [BCBS Prefix Identification Tool](#) – An easy-to-use tool developed by CareCentrix to help providers identify the member’s **Home Plan** and the plan’s contact information by simply entering the 3-character prefix found on the member’s Blues Plan ID Card.
  - [Out-of-State Blues Plan FAQ](#) – Answers to frequently asked questions about the out-of-state Blues Plan process, such as how to obtain prior authorization from the Home Plan, how to verify eligibility and benefits, and much more!
  - [Out-of-State Blues Plan QRG](#) – A quick reference guide designed to help providers obtain information about key out-of-state Blues Plan processes at a glance.
- You can find these tools in the Education Center on the HomeBridge® provider portal.

#### What do I need to do?

- Please take a moment to review the above resources and if you have any additional questions about this process, your [Provider Relations contact](#) will be happy to help you.

Thank you in advance for your cooperation and continued partnership.