



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 service area.
- Please reference the below grid to validate where action should be taken for BlueCard members receiving services in Florida Blue or Horizon Blue Cross Blue Shield of New Jersey service areas.

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

*CareCentrix can contact the Home Plan on the Home Health provider’s behalf to obtain authorization when required. However, the Home Health provider has the option to instead contact the Home Plan directly to obtain prior authorization.

What do I need to do?

- Please reference the BCBS Prefix Identification tool available on the Provider Portal: HomeBridgeSM in order to:
 - Determine patient’s plan type
 - Obtain health plan contact information
 - Alert users to additional considerations related to possible service, coverage and benefits for certain plan types, where applicable
- For additional details on the BlueCard process through CareCentrix, please review the BlueCard FAQ available under the BlueCard Education Center on the Provider Portal: HomeBridgeSM.
- Providers may also call (800) 676-BLUE (2583) and provide the three digit alpha prefix of the member’s ID number to be transferred to the appropriate plan. (Add EDRC to footnote) Also check formatting?)

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.