



Claims Best Billing Practices

Purpose of this communication:

- To remind providers rendering services to Florida Blue and Florida BlueCard members to send complete and accurate service facility information when appropriate. EDI claims that do not contain complete and accurate service facility information may result in denial or rejection.

What do I need to know?

- Service facility is defined as the physical location of the provider facility that rendered services. The service facility is not where the member resides.
- If the service facility name, address and NPI are the same as the provider billing name, address and NPI, the service facility loop should not be completed.
- If the service facility name, address and/or NPI is different from the billing provider name, address or NPI, claim submissions should include the provider name, address and NPI of the rendering provider location in the service facility area of the claim.

What do I need to do?

- Service facility information is submitted as follows:

| Claim Form | Loop | Qualifier |
|---------------|-------|-----------|
| Institutional | 2310E | 77 |
| Professional | 2310C | 77 |

- The complete rendering provider name should be entered in the last name segment of the service facility loop.

Thank you in advance for your cooperation and continued partnership. If you have any questions, please contact the Network Services Team for assistance.