

ANCILLARY CLAIM FILING GUIDELINES

Provider Quick Reference Guide

Blue Cross and Blue Shield of North Carolina’s (BCBSNC) claims filing guidelines for ancillary providers helps standardize claims filing procedures, regardless of a provider’s location or any contracting arrangements a provider may have with a BCBS Plan in another state. The filing guidelines in the *Provider Quick Reference Guide* apply to all BCBSNC commercial lines of business, including the State Health Plan and our Medicare Advantage products - Blue MedicareSM HMO Blue MedicareSM PPO. The requirements do **not** apply to the Federal Employee Program and Medicare Supplement products.

The following guidelines are applicable to durable/home medical equipment and supplies (DME) providers, independent clinical laboratories (Lab), and specialty pharmacies.

DURABLE HOME MEDICAL EQUIPMENT

DME claims should be filed to the Blue Plan in the state the equipment was shipped to, or the location of the store if it was purchased at a retail location.

Where to File	Example	Remote Provider Contract With Other Blue Plan?	
The Plan in the state where the equipment was shipped to or purchased at a retail store	BCBSNC member purchases DME, and DME is shipped from the provider to Florida address File to: BCBSFL	Yes – Claim is processed as participating provider	No – Claim is processed as nonparticipating provider*

INDEPENDENT CLINICAL LABORATORY

Lab claims must be filed to the Blue Plan in the service area where the specimen was drawn. The location of where the specimen was drawn is determined by the physical location of the referring provider (see box 17B on the HCFA 1500).

Note: Independent clinical laboratory services are provided by any nonhospital-based laboratory and generally include, but are not limited to, blood tests, urine analysis, etc. To be an in-network provider, an independent clinical laboratory provider should participate with the Blue Plan in the state in which the specimen was drawn.

Where to File	Example	Remote Provider Contract With Other Blue Plan?	
The Plan in the state where the referring provider is located, regardless of the provider’s contract status with that Plan	Example 1: BCBSNC member has blood drawn in a lab or office setting located in Florida per referral by a Florida provider File to: BCBSFL Example 2: BCBSNC member has blood drawn in a lab or office setting located in Florida per referral by a North Carolina provider File to: BCBSNC	Yes – Claim is processed as participating provider	No – Claim is processed as nonparticipating provider*

SPECIALTY PHARMACY

Specialty pharmacy claims should be filed to the Blue Plan based on the location of the ordering physician.

Where to File	Example	Remote Provider Contract With Other Blue Plan?	
The Plan in the service area where the ordering physician is located	BCBSNC member receives medication ordered by a Florida provider File to: BCBSFL	Yes – Claim is processed as participating provider	No – Claim is processed as nonparticipating provider*

*When a nonparticipating provider submits a claim for a BCBSNC commercial policy member, any payment for that claim will be made to the member. When a nonparticipating provider submits a claim for a Medicare Advantage policy member, any payment for that claim will be made to the provider.

IMPORTANT NOTES

- Members are financially liable for ancillary services not covered under their benefit plan. It is the provider's responsibility to request payment directly from the member for noncovered services.
- Prior to providing any ancillary services, providers are encouraged to verify member eligibility and benefits electronically using **Blue eSM**. If contacting by phone, providers should call **1-800-676-BLUE**, or the number on the member's ID card.
- **Providers who use outside vendors to provide services (example: sending blood specimen for special analysis that cannot be done by the lab where the specimen was drawn) should use in-network participating ancillary providers to reduce the possibly of additional member liability for covered benefits.**
- For a list of specialty pharmacies and participating DME providers, please use the *Find a Doctor* tool on the www.bcbsnc.com. Please note that participating providers may contact the Provider Blue LineSM at **1.800.214.4844** to verify participating, in-network laboratories.