

How to Submit Itemized Bills for Out-of-State Member High Dollar Reviews

When billed charges exceed **\$50,000** on a claim for a BlueCard member, Blue Cross Blue Shield of North Carolina (Blue Cross NC) is required by the Blue Cross Blue Shield Association to perform a review of the itemized bill. To avoid delays or returned claims, submit the **required itemized bill** before filing an electronic claim.

Before you submit

- Confirm the claim's billed charges exceed **\$50,000**.
- Gather the required itemized bill.
- Verify the patient's name, member ID, date of birth, and date(s) of service.
- Choose the correct submission method: ProviderLink, fax, or mail.

Required documentation

- Itemized bill

Submit electronically through ProviderLink

Use ProviderLink when submitting medical records and an itemized bill separately from the electronic claim.

- 1) Submit the medical records and itemized bill separately from the claim using the online message feature. Use **"Itemized Bill"** as the subject.
- 2) Include the following in the message header:
 - a. Patient's name
 - b. Member ID number, including prefix and suffix, in the Unique ID field
 - c. Patient's date of birth
 - d. Date(s) of service
 - e. Sender's name and direct phone number
- 3) Use the Audit Trail feature to monitor the submission.

Important: Do not request a reply when submitting the proactive itemized bill. Requesting a reply assigns the patient's files to a specific work list and creates unnecessary incoming messages.

- 4) Send the itemized bill to the ProviderLink mailbox **"Out-of-State High Dollar Itemized Bills."**

Submit by fax

Fax the cover sheet and itemized bill.

1. Create a fax cover sheet that includes:
 - a. Patient's name
 - b. Member ID number, including prefix and suffix
 - c. Patient's date of birth
 - d. Date(s) of service
 - e. Total charge
 - f. Sender's name and direct phone number
 - g. Subject: **"Out-of-State Itemized Bill"**
2. Fax the cover sheet and itemized bill to **833-213-9330**.

Submit by mail

Mail the claim and itemized bill to:

Blue Cross Blue Shield of North Carolina

PO Box 35

Durham, NC 27702