

## APPENDIX II: FORMS

### of the Professional Provider Office Manual

#### Claim Forms

1500 Claim Form and Explanation	Page II-2
UB-04 Claim Form and Explanation	Page II-8
iLinkBlue 1500 Claim Electronic Entry	Page II-15

#### Change Forms

Provider Update Request Form and Explanation	Page II-16
--	------------

#### Review Forms

Provider Dispute Form	Page II-30
Overpayment Notification Form	Page II-33

#### Other Forms

Authorization Form	Page II-35
Retrospective Review Authorization Form	Page II-36
Drug Authorization Form	Page II-37
EFT Enrollment Form and Guide	Page II-39

Forms are available online at [www.bcbsla.com/providers](http://www.bcbsla.com/providers) > Resources > Forms

This is an appendix of the *Professional Provider Office Manual*, and is for informational purposes only. For complete *Professional Provider Office Manual* information, please refer to the other sections of this manual. Contact information for all manual sections is available in the Manual Reference Section.

For member eligibility, benefits or claims status information, we encourage you to use iLinkBlue ([www.bcbsla.com/ilinkblue](http://www.bcbsla.com/ilinkblue)), our online self-service provider tool. Additional provider resources are available on our Provider page at [www.bcbsla.com/providers](http://www.bcbsla.com/providers).

This manual is provided for informational purposes only and is an extension of your Professional Provider Agreement. You should always directly verify member benefits prior to performing services. Every effort has been made to print accurate, current information. Errors or omissions, if any, are inadvertent. The Member Contract/Certificate contains information on benefits, limitations and exclusions, and managed care benefit requirements. It also may limit the number of days, visits or dollar amounts to be reimbursed.

As stated in your agreement: This manual is intended to set forth in detail Blue Cross policies. Blue Cross retains the right to add to, delete from and otherwise modify the *Professional Provider Office Manual* as needed. This manual and other information and materials provided by Blue Cross are proprietary and confidential and may constitute trade secrets of Blue Cross.



**Blue Cross only accepts CMS-1500 "version 02/12." No black and white copies or faxed claims are accepted.**

**HEALTH INSURANCE CLAIM FORM**

APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12

<input type="checkbox"/> PICA <span style="float: right;"><input type="checkbox"/> PICA</span>														
1. MEDICARE <input type="checkbox"/> (Medicare#) MEDICAID <input type="checkbox"/> (Medicaid#) TRICARE <input type="checkbox"/> (ID#/DoD#) CHAMPVA <input type="checkbox"/> (Member ID#) GROUP HEALTH PLAN <input type="checkbox"/> (ID#) FECA BLK LUNG <input type="checkbox"/> (ID#) OTHER <input type="checkbox"/> (ID#)					1a. INSURED'S I.D. NUMBER (For Program in Item 1)									
2. PATIENT'S NAME (Last Name, First Name, Middle Initial)					3. PATIENT'S BIRTH DATE MM DD YY SEX M <input type="checkbox"/> F <input type="checkbox"/>		4. INSURED'S NAME (Last Name, First Name, Middle Initial)							
5. PATIENT'S ADDRESS (No., Street) CITY STATE ZIP CODE TELEPHONE (Include Area Code) ( )					6. PATIENT RELATIONSHIP TO INSURED Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other <input type="checkbox"/>		7. INSURED'S ADDRESS (No., Street) CITY STATE ZIP CODE TELEPHONE (Include Area Code) ( )							
9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)					10. IS PATIENT'S CONDITION RELATED TO: a. EMPLOYMENT? (Current or Previous) YES <input type="checkbox"/> NO <input type="checkbox"/> b. AUTO ACCIDENT? YES <input type="checkbox"/> NO <input type="checkbox"/> PLACE (State) _____ c. OTHER ACCIDENT? YES <input type="checkbox"/> NO <input type="checkbox"/> 10d. CLAIM CODES (Designated by NUCC)		11. INSURED'S POLICY GROUP OR FECA NUMBER a. INSURED'S DATE OF BIRTH MM DD YY SEX M <input type="checkbox"/> F <input type="checkbox"/> b. OTHER CLAIM ID (Designated by NUCC) c. INSURANCE PLAN NAME OR PROGRAM NAME d. IS THERE ANOTHER HEALTH BENEFIT PLAN? YES <input type="checkbox"/> NO <input type="checkbox"/> <i>If yes, complete items 9, 9a, and 9d.</i>							
12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE. I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below. SIGNED _____ DATE _____										13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE I authorize payment of medical benefits to the undersigned physician or supplier for services described below. SIGNED _____				
14. DATE OF CURRENT ILLNESS, INJURY, OR PREGNANCY (LMP) MM DD YY QUAL. _____					15. OTHER DATE MM DD YY QUAL. _____		16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION FROM MM DD YY TO MM DD YY							
17. NAME OF REFERRING PROVIDER OR OTHER SOURCE					17a. _____ 17b. NPI _____		18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES FROM MM DD YY TO MM DD YY							
19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)										20. OUTSIDE LAB? YES <input type="checkbox"/> NO <input type="checkbox"/> \$ CHARGES _____				
21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate A-L to service line below (24E) ICD Ind. _____ A. _____ B. _____ C. _____ D. _____ E. _____ F. _____ G. _____ H. _____ I. _____ J. _____ K. _____ L. _____										22. RESUBMISSION CODE _____ ORIGINAL REF. NO. _____				
24. A. DATE(S) OF SERVICE From MM DD YY To MM DD YY B. PLACE OF SERVICE C. EMG D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS MODIFIER E. DIAGNOSIS POINTER F. \$ CHARGES G. DAYS OR UNITS H. EPSDT (Family Plan) I. ID. QUAL. J. RENDERING PROVIDER ID. #														
1														
2														
3														
4														
5														
6														
25. FEDERAL TAX I.D. NUMBER SSN EIN <input type="checkbox"/> <input type="checkbox"/>			26. PATIENT'S ACCOUNT NO.		27. ACCEPT ASSIGNMENT? (For govt. claims, see back) YES <input type="checkbox"/> NO <input type="checkbox"/>		28. TOTAL CHARGE \$ _____		29. AMOUNT PAID \$ _____		30. Rsvd for NUCC Use			
31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.) SIGNED _____ DATE _____					32. SERVICE FACILITY LOCATION INFORMATION a. NPI _____ b. NPI _____		33. BILLING PROVIDER INFO & PH # ( )							

CARRIER PATIENT AND INSURED INFORMATION PHYSICIAN OR SUPPLIER INFORMATION

NUCC Instruction Manual available at: [www.nucc.org](http://www.nucc.org)

PLEASE PRINT OR TYPE

APPROVED OMB-0938-1197 FORM 1500 (02-12)

## HEALTH INSURANCE CLAIM FORM (CMS-1500 VERSION 02-12) EXPLANATION

- Block 1** Type(s) of Health Insurance - Indicate coverage applicable to this claim by checking the appropriate block(s).
- Block 1A** Insured's I.D. Number - Enter the member's Blue Cross and Blue Shield identification number, including prefix, exactly as it appears on the identification card.
- Block 2** Patient's Name - Enter the full name of the individual treated.
- Block 3** Patient's Birth Date - Indicate the month, day and year. Sex - Place an X in the appropriate block.
- Block 4** Insured's Name - Enter the name from the identification card except when the insured and the patient are the same; then the word "same" may be entered.
- Block 5** Patient's Address - Enter the patient's complete, current mailing address and phone number.
- Block 6** Patient's Relationship to Insured - Place an X in the appropriate block. Self - Patient is the member. Spouse - Patient is the member's spouse. Child - Patient is either a child under age 19 or a full-time student who is unmarried and under age 25 (includes stepchildren). Other - Patient is the member's grandchild, adult-sponsored dependent or of relationship not covered previously.
- Block 7** Insured's Address - Enter the complete address; street, city, state and zip code of the policyholder. If the patient's address and the insured's address are the same, enter "same" in this field.
- Block 8** Reserved for NUCC USE - This section is reserved for NUCC use.
- Block 9** Other Insured's Name - If the patient has other health insurance, enter the name of the policyholder, name and address of the insurance company and policy number (if known).
- Block 10** Is patient's condition related to: a. Employment (current or previous)?; b. Auto Accident?; c. Other Accident?. Check appropriate block if applicable.

**Block 10D** When applicable, use to report appropriate claim codes. Applicable claim codes are designated by the NUCC. Please refer to the most current instructions from the public or private payer regarding the need to report claim codes. When required by payers to provide the sub-set of Condition Codes approved by the NUCC, enter the Condition Code in this field. The Condition Codes approved for use on the CMS-1500 claim form are available at [www.nucc.org](http://www.nucc.org) under Code Sets. When reporting more than one code, enter three blank spaces and then the next code.

**Block 11** Not required.

**Block 11D** When appropriate, enter an X in the correct box. If marked "YES," complete 9, 9A, and 9D. Only mark one box.

**Block 12** Patient's or Authorized Person's Signature - Appropriate signature in this section authorizes the release of any medical or other information necessary to process the claim. Signature or "Signature on File" and date required. "Signature on File" indicates that the signature of the patient is contained in the provider's records.

**Block 13** Insured's or Authorized Person's Signature - Payment for covered services is made directly to participating providers. However, you have the option of collecting for office services from members who do not have a copayment benefit and having the payments sent to the patients. To receive payment for office services when the copayment benefit is not applicable, Block 13 must be completed. Acceptable language is:

- |                       |                      |
|-----------------------|----------------------|
| a. Signature in block | d. Benefits assigned |
| b. Signature on file  | e. Assigned          |
| c. On file            | f. Pay provider      |

**Please Note:** *Assignment language in other areas of the CMS-1500 claim form or on any attachment is not recognized. If this block is left blank, payment for office services will be sent to the patient. Completion of this block is not necessary for other places of treatment.*

**Block 14** Enter the 6-digit (MM/DD/YY) or 8-digit (MM/DD/YYYY) date of the present illness, injury or pregnancy. For pregnancy, use the date of the last menstrual period (LMP) as the first date. Enter the applicable qualifier to identify which date is being reported.

**Block 15** Enter another date related to the patient's condition or treatment. Enter the date in the date in the 6-digit (MM/DD/YY) or 8-digit (MM/DD/YYYY) format. Enter the applicable qualifier to identify which date is being reported.

**Block 16** Dates Patient Unable to Work in Current Occupation - Enter dates, if applicable.



**Block 17** Enter the name (First Name, Middle Initial, Last Name) followed by the credentials of the professional who referred or ordered the service(s) or supply(ies) on the claim. If multiple providers are involved, enter one provider using the following priority order:

1. Referring Provider – **Required**
2. Ordering Provider – **Required**
3. Supervising Provider

Do not use periods or commas. A hyphen can be used for hyphenated names. Enter the applicable qualifier to identify which provider is being reported to the left of the vertical, dotted line.

**Block 17A** Other ID #. The non-NPI ID number of the referring physician, when listed in Block 17.

**Block 17B** **NPI – Required.** Enter the national provider identifier (NPI) for the referring physician, when listed in Block 17.

**Block 18** For Services Related to Hospitalization - Enter dates of admission to and discharge from hospital.

**Block 21** **Diagnosis or Nature of Illness or Injury** - Enter the applicable ICD indicator to identify which version of ICD codes is being reported: "0" for ICD-10-CM codes- Note: All transactions, electronic or paper-based, for services on and after October 1, 2015, must contain ICD-10 codes or they will be rejected. Blue Cross will not accept ICD-9 codes for dates of services on or after October 1, 2015. Enter the indicator between the vertical, dotted lines in the upper right-hand portion of the field. Enter the codes to identify the patient's diagnosis and/or condition. Use the most specific diagnosis codes when reporting codes. List no more than 12 ICD-10-CM diagnosis codes. Relate lines A-L to the lines of service in 24E by the letter of the line. Use the highest level of specificity. Do not provide narrative description in this field.

**Block 23** Prior Authorization Number - Enter the authorization number obtained from Blue Cross/HMO Louisiana, if applicable.

**Block 24A** Date(s) of Service - Enter the "from" and "to" date(s) for service(s) rendered.

**Block 24B** Place of Service - Enter the appropriate place of service code. Common place of service codes are:

Inpatient - 21                      Outpatient - 22                      Office - 11

**Block 24C** EMG - Enter the Type of Service code that represents the services rendered.

- Block 24D** Procedures, Services, or Supplies - Enter the appropriate CPT or HCPCS code. Please ensure your office is using the most current CPT and HCPCS codes and that you update your codes annually. Append modifiers to the CPT and HCPCS codes, when appropriate.
- Block 24E** Diagnosis Pointer - Enter the diagnosis code reference letter (pointer) as shown in Block 21 to relate the date of service and procedures performed to the primary diagnosis. When multiple services are performed, the primary reference letter for each service should be listed first, other applicable services should follow. The reference letter(s) should be A-L or multiple letters as applicable. ICD-9-CM or ICD-10-CM diagnosis codes must be entered in Block 21 only. Do not enter them in 24E.
- Block 24F** Charges - Enter the total charge for each service rendered. You should bill your usual charge to Blue Cross regardless of our allowable charges.
- Block 24G** Days or Units - Indicate the number of times the procedure was performed, unless the code description accounts for multiple units, or the number of visits the line item charge represents. Base units value should never be entered in the "units" field of the claim form.
- Block 24J** Rendering Provider ID # - Enter the NPI for the rendering physician for each procedure code listed when billing for multiple physicians' services on the same claim. Laboratory, Durable Medical Equipment, Emergency Room Physicians, Diagnostic Radiology Center, Laboratory and Diagnostic Services, Retail Health Clinic and Urgent Care Center providers do not have to enter a physician NPI in this block. Please enter the facility NPI in blocks 32A and 33A as instructed.
- Block 25** Federal Tax I.D. Number - Enter the provider's/clinic's federal Tax ID number to which payment should be reported to the Internal Revenue Service.
- Block 26** Patient's Account Number - Enter the patient account number in this field. As many as nine characters may be entered to identify records used by the provider. The patient account number will appear on the Provider Payment Register/Remittance Advice only if it is indicated on the claim form.
- Block 27** Accept Assignment - Not applicable - Used for government claims only.
- Block 28** Total Charge - Total of all charges in Item F.
- Block 29** Amount Paid - Not required.
- Block 30** Not required.

- Block 31** Signature of Provider - Provider's signature required, including degrees and credentials. Rubber stamp is acceptable.
- Block 32** Name and Address of Facility - Required, if services were provided at a facility other than the physician's office.
- Block 32A** NPI - Enter the NPI for the facility listed in Block 32.
- Block 32B** Other ID - The non-NPI number of the facility refers to the payer-assigned unique identifier of the facility.
- Block 33** Billing Provider Info & Ph # - Enter complete name, address, telephone number for the billing provider.
- Block 33A** NPI - Enter the NPI for the billing provider listed in Block 33.
- Block 33B** Other ID # - The non-NPI number of the billing provider refers to the payer-assigned unique identifier of the professional.

# Example UB-04 CLAIM FORM

The following sample UB-04 claim form and instructions are given for those providers who should file claims using a UB-04 claim form, specifically acute care facilities, dialysis and home health providers.

										38 PAI CNTL #		4 OF BILL																																																																			
										39 MED REC #																																																																					
5 FED. TAX NO.					6 STATEMENT FROM					7 COVERS PERIOD THROUGH																																																																					
8 PATIENT NAME										9 PATIENT ADDRESS																																																																					
10 BIRTHDATE										11 SEX		12 DATE		ADMISSION 13 HR 14 TYPE 15 SRC 16 DHR		17 STAT		18 19 20 21		CONDITION CODES 22 23 24 25 26 27 28		29 ACDT STATE		30																																																							
31 OCCURRENCE DATE		32 OCCURRENCE DATE		33 OCCURRENCE DATE		34 OCCURRENCE DATE		35 OCCURRENCE DATE		OCCURRENCE SPAN FROM THROUGH		36 OCCURRENCE DATE		OCCURRENCE SPAN FROM THROUGH		37																																																															
38										39 VALUE CODES CODE AMOUNT		40 VALUE CODES CODE AMOUNT		41 VALUE CODES CODE AMOUNT																																																																	
42 REV. CD.										43 DESCRIPTION										44 HCPCS / RATE / HIPPS CODE										45 SERV. DATE										46 SERV. UNITS										47 TOTAL CHARGES										48 NON-COVERED CHARGES										49									
PAGE										OF										CREATION DATE										TOTALS																																																	
50 PAYER NAME										51 HEALTH PLAN ID										52 REL INFO										53 ASG BEN.										54 PRIOR PAYMENTS										55 EST. AMOUNT DUE										56 NPI																			
58 INSURED'S NAME										59 P. REL										60 INSURED'S UNIQUE ID										61 GROUP NAME										62 INSURANCE GROUP NO.																																							
63 TREATMENT AUTHORIZATION CODES										64 DOCUMENT CONTROL NUMBER										65 EMPLOYER NAME																																																											
66 DX										67										68																																																											
69 ADMIT DX		70 PATIENT REASON DX		a. OTHER PROCEDURE DATE		b. OTHER PROCEDURE DATE		c. OTHER PROCEDURE DATE		71 PPS CODE		72 ECI		73		76 ATTENDING NPI		QUAL		LAST		FIRST																																																									
74 PRINCIPAL PROCEDURE DATE		75		76 ATTENDING NPI		QUAL		LAST		FIRST		77 OPERATING NPI		QUAL		LAST		FIRST																																																													
c. OTHER PROCEDURE DATE		d. OTHER PROCEDURE DATE		e. OTHER PROCEDURE DATE		78 OTHER NPI		QUAL		LAST		FIRST		79 OTHER NPI		QUAL		LAST		FIRST																																																											
80 REMARKS										81CC a		b		c		d																																																															

UB-04 CMS-1450

APPROVED OMB NO. 0938-0997

NUBC National Uniform Billing Committee

THE CERTIFICATIONS ON THE REVERSE APPLY TO THIS BILL AND ARE MADE A PART HEREOF



## UB-04 CLAIM FORM EXPLANATION

- Block 1** Enter billing provider name and address.
- Block 2** Enter pay-to provider name and address, if different than Block 1.
- Block 3A** Patient Control Number: Enter the number or code that is used by your facility to retrieve or post financial records.
- Block 3B** Medical Record Number: Enter the number or code that is used by your facility to retrieve or post medical/health records
- Block 4** Type of Bill: This is a three-position code that indicates the type of facility, the bill classification and the frequency.
- Block 5** Fed. Tax ID: Enter Tax ID number of the facility.
- Block 6** Statement Covers Period: Enter the first date associated with this claim in the "From" box and enter the final date of the claim in the "Through" box.
- Block 8A-8B** Patient Name: Enter the patient's name with last name first, then first name and middle initial, if any. Do not use titles or nicknames.
- Block 9A-9E** Address: Patient address must be completed.
- Block 10** Birthdate: Enter the patient's actual date of birth in MM-DD-YYYY format.
- Block 11** Sex: An "M" for male or an "F" for female must be present.
- Block 12** Admission Date: This field is required for inpatient claims and not required for outpatient claims.
- Block 13** HR: This field is required for inpatient claims and not required for outpatient claims.
- Block 14** Type: This field is required for inpatient claims and not required for outpatient claims.
- Block 15** SRC: This field is required for inpatient claims and not required for outpatient claims.

- Block 16** DHR: Discharge hour field is required on all final inpatient claims except for 021x. This includes claims with a Frequency Code of 1 (Admit through Discharge), 4 (Interim-Last Claim) and 7 (Replacement of Prior Claim) when the replacement is for a prior final claim.
- Block 17** STAT: Enter the applicable discharge status code. This field is not required for outpatient claims, but can be present.
- Blocks 18-28** Condition Codes: The condition code(s) is a two-position code that identifies conditions, if any, relating to this bill that may affect payer processing.
- Block 29** Two-digit state abbreviation where the accident occurred.
- Block 30** Reserved for assignment by the National Uniform Billing Committee (NUBC).
- Blocks 31-34** Occurrence Codes and Occurrence Dates: The occurrence code is a two-position code used to determine liability, coordination of benefits and to administer subrogation clauses in the member contract/certificate. The occurrence date is the date that corresponds with the preceding occurrence code. The date must be in MM-DD-YYYY format and is required if occurrence codes are used.
- Block 35-36** Occurrence Span Codes and Dates: These fields are used when the patient was seen as an outpatient for follow-up treatment. In the "From" field, enter the first date the patient was treated for this condition. In the "Through" field, enter the last date the patient was treated for this condition. This field is not required for inpatient claims.
- Block 37** Reserved for assignment by the NUBC.
- Block 38** The name and address of the party responsible for the bill.
- Blocks 39-41** Value Code/Amount: Value code(s) identify data necessary for processing claims. The value amount is the dollar amount or number associated with the corresponding value code. A value amount must be present for each value code. If the amount does not represent a dollar amount, two zeros should be entered following the number. Example: If the patient received three units of blood, enter 300.
- Block 42** Rev CD: The revenue code is the code that best identifies a particular accommodation/ancillary service that was rendered to the patient. Revenue codes can be duplicated only if the rates differ.

- Block 43** Description: The provider reports the NDC code. The provider enters a narrative description or standard abbreviation for each revenue code shown. This field is not required but may be present.
- Block 44** HCPCS/Rates: The rate is the actual charge for the services rendered. If rates are different, duplicate the revenue code to show the different rates. Revenue codes can only be duplicated when the rates are different. Rate multiplied by units must equal charges.
- Block 45** Serv. Date: Date of service for HCPCS code listed. If there are multiple dates of service for the same HCPCS code, each date must be listed on a separate line.
- Block 46** Service Units: Service units are the number of times a service was rendered per date of service.
- Blocks 42-47** Line 23: The PAGE\_\_ of \_\_, CREATION DATE and total charges TOTALS should be reported on all pages of the UB-04.
- Block 47** Total Charge: Enter the amount charged for each of the revenue codes given. If rates and units are present, multiply these to get the total charges except when rates are zeros.
- Block 49** Reserved for assignment by the NUBC.
- Block 50** Payer Name: This field is required only on lines 50 B and 50 C when indicating other payer information.
- Block 52** REL INFO: The release information field must be "Y" if you are filing electronically. This indicates that you have signed written authority to release medical or billing information for purposes of claiming insurance benefits. If "N," you must file hardcopy.
- Block 53** ASG BEN: Enter one of the following codes to indicate who will receive payment for the claim:
- Y Assignment/payment to provider
  - N Assignment/payment to member
- Blue Cross pays all participating providers directly unless assignment indicates to pay the member.

- Block 56** NPI: Enter the appropriate national provider identifier (NPI) number in this field.
- Block 57** Other Prv ID: Enter your Blue Cross assigned five-digit or ten-digit provider number in this field.
- Block 58** Insured's Name: If the patient is not the insured, enter the member's name exactly as it appears on the Blue Cross identification card.
- Block 59** P REL: If the patient and insured are the same, this field is not required. If the patient is not the insured, enter one of the following codes that identifies the patient's relationship to the contract holder:
- |    |                    |    |              |
|----|--------------------|----|--------------|
| 01 | Spouse             | 18 | Self         |
| 19 | Child              | 20 | Employee     |
| 21 | Unknown            | 39 | Organ donor  |
| 40 | Cadaver donor      | 53 | Life Partner |
| G8 | Other relationship |    |              |
- Block 60** Insured's Unique ID: Enter the member's identification number exactly as it appears on the ID card.
- Block 61** Group Name: This field is required if known.
- Block 62** Insurance Group No.: Enter the group number as it appears on the member's ID card.
- Block 63** Treatment Authorization Codes: Enter the Blue Cross authorization number, when available.
- Block 65** Employer Name: Enter the patient's employer in this field. If patient is a housewife, retired, unemployed or a student in college, enter this. Do not enter the member's employer, unless the patient is the employer.
- Block 66** ICD Version Indicator: Qualifier Code "9" required on claims representing services through September 30, 2015. Qualifier Code "0" required on claims representing services on October 1, 2015, and beyond.
- Block 67** Principle Diagnosis Code: The principal diagnosis code must be entered in this field. You must use ICD-10-CM codebook. The first position should contain "V" or a numeric character. The second and third positions must be numeric with no punctuation. Fourth and fifth positions must be numeric or blank.

- Blocks 67A-Q** Other Diagnosis Codes: These fields should be used when additional conditions exist at the time of admission or develop subsequently and affect the treatment received or the length of stay. Follow the coding guidelines for the principal diagnosis code.
- Block 68** Reserved for assignment by the NUBC.
- Block 69** Admit Dx: Enter the ICD-10-CM diagnosis code related to the patient's admission.
- Block 70** The ICD-CM diagnosis code describing the patient's reason for visit at the time of outpatient registration.
- Block 71** The Prospective Payment System (PPS) code assigned to the claim to identify the DRG based on the grouper software called for under contract with the primary payer.
- Block 72** The ICD diagnosis code pertaining to external cause of injuries, poisoning or adverse effect. See ICD-10-CM Guidelines for Coding and Reporting.
- Block 74** Principal Procedure Code/Date: The principal procedure should be entered in this field. This is the procedure that was performed for treatment rather than diagnostic or exploratory purposes, or the procedure that is most related to the principal diagnosis. The procedure coding method must be ICD-10-CM. Enter the date the primary/principal procedure was performed in MM-DD-YYYY format.
- Block 74A-E** Other Procedure Code/Date: For outpatient billing, if a CPT code is not required, enter the ICD-10-CM procedure code. Enter the date of the additional procedure(s) in MM-DD-YYYY format.
- Block 75** Reserved for assignment by the NUBC.
- Block 76** Attending: Enter the NPI, last name and first name of the attending physician who rendered the services. This field is required.
- Block 77** Operating: Enter the NPI, last name and first name of the operating physician who had primary responsibility for surgical procedures. This is only required when a surgical procedure code is listed.
- Block 78-79** Other: **Required.** Enter the NPI, last name and first name of referring physician, assistant surgeon, and/or rendering physician, as applicable.

- Block 80**      Remarks: The remarks field must be completed if the type bill is "XX5" or "XX6" or if the third digit of a revenue code is "9" or if revenue codes 920 or 940 are present.
- Block 81**      Enter B3-qualifier and then your respective taxonomy code. All claims need to be filed with a taxonomy code to ensure timely and accurate claims processing.
- Remarks**      If the claim is for a federal employee contract and therapy revenue codes 42X, 43X or 44X are present, the actual dates of service for each revenue code must be entered in the remarks field.

## ILINKBLUE 1500 CLAIM ELECTRONIC ENTRY

iLinkBlue allows the electronic submission of professional 1500 claim forms giving providers the capability of submitting HCFA 1500 claims directly into the claims processing systems at Blue Cross and Blue Shield of Louisiana, HMO Louisiana, Federal Employee Program (FEP) and BlueCard (out-of-area) members.

Please refer to the *iLinkBlue 1500 Claims Entry Manual*, which is available on iLinkBlue ([www.bcbsla.com/ilinkblue](http://www.bcbsla.com/ilinkblue)) under the "Resources" section.

## PROVIDER UPDATE REQUEST FORM

The Provider Update Request Form (available at [www.bcbsla.com/providers](http://www.bcbsla.com/providers) >Resources >Forms) should be used to notify Blue Cross of changes or additions to provider demographic information, including what is displayed in our provider directories.

Use this form to submit any of the following change requests to our Provider Credentialing & Data Management Department.

Provider Demographic Change
Have a change in contact information, such as a new or updated email address
New providers join your practice
Obtain a new Tax ID number
Providers in your clinic retire or move
Close a practice
Merge a practice
Change or terminate your electronic funds transfer (EFT) payment information (commercial only)

Complete, sign and submit the Provider Update Request Form digitally with DocuSign®. It is no longer necessary to print and submit this form hardcopy. The form is accepted through DocuSign only and the sample of the form on the next pages is for reference purposes.



## Provider Update Request Form

Complete this form to report updated information on your practice to Blue Cross and Blue Shield of Louisiana. Based on your Type of Change needed, DocuSign® highlights the relevant fields to your request, and those fields appear in red throughout the form.

This request applies to:  Individual Provider  Provider Group/Clinic

CURRENT GENERAL INFORMATION		
Provider Last Name	First Name	Middle Initial
Tax ID Number	Provider National Provider Identifier (NPI)	
Group/Clinic Name	Group/Clinic National Provider Identifier (NPI)	
Are you a primary care provider (PCP)? <input type="checkbox"/> Yes <input type="checkbox"/> No	Specialty	Date of Requested Change

If you are an authorized representative completing this form on behalf of a provider, please indicate below.

AUTHORIZED REPRESENTATIVE	
Name	
Contact Phone Number	Contact Email Address
Submission Information (form completed by)	
Signature of Authorized Representative	Date
Provider Attestation (where applicable)	
Signature of Provider	Date

TYPE OF CHANGE		
Check all applicable boxes below to indicate the information you wish to change. This allows you to complete the required sections of the forms, as appropriate.		
<input type="checkbox"/> Demographic Information	<input type="checkbox"/> Electronic Funds Transfer (EFT) Termination or Change <i>(does not apply for Blue Advantage EFT update)</i>	<input type="checkbox"/> Existing Providers Joining a New Provider Group <i>(includes solo providers creating a new provider group)</i>
<input type="checkbox"/> Termination Request	<input type="checkbox"/> Tax ID Number Change	<input type="checkbox"/> Add New Practice Location (Existing Tax ID)
<input type="checkbox"/> Remove Practice Location (Existing Tax ID)		

If you have any questions, please contact Provider Credentialing & Data Management at:

Phone: 1-800-716-2299, option 2

Email: [PCDMStatus@bcbsla.com](mailto:PCDMStatus@bcbsla.com)

23XX7231 R09/21

Blue Cross and Blue Shield of Louisiana is an independent licensee of the Blue Cross and Blue Shield Association and incorporated as Louisiana Health Service & Indemnity Company.



## Demographic Information

Please complete the following to change your demographic information (e.g., address, hours of operation, etc.).

NEW GENERAL INFORMATION		
New Last Name		New First Name
New Group/Clinic Name		
Languages Spoken		<input type="checkbox"/> Adding Language Spoken ( <i>please specify</i> )
Current Specialty		
Changing Specialty? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please specify <b>New Specialty</b>	Are you a primary care provider (PCP)? <input type="checkbox"/> Yes <input type="checkbox"/> No
Changing NPI? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please specify <b>New NPI</b>	
Changing clinic to Rural Health Center (RHC) or Federally Qualified Health Center (FQHC)? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please specify <input type="checkbox"/> RHC <input type="checkbox"/> FQHC	If yes, please attach a copy of your DHH license for RHC or CMS approval letter for FQHC.
BILLING ADDRESS CHANGE (address for payment registers, reimbursement checks, etc.)		
Former Billing Address		
City, State and ZIP Code		Phone Number
New Billing Address		
City, State and ZIP Code	Phone Number	Fax Number
Email Address		Effective Date of Address Change
MEDICAL RECORDS ADDRESS CHANGE (for medical records request)		
Former Medical Records Address		
City, State and ZIP Code		Phone Number
New Medical Records Address		
City, State and ZIP Code	Phone Number	Fax Number
Email Address		Effective Date of Address Change

<b>PHYSICAL ADDRESS CHANGE (must include a copy of your liability insurance showing the new address)</b>						
<b>Former</b> Physical Address						
City, State and ZIP Code					Phone Number	
<b>New</b> Physical Address						
City, State and ZIP Code			Phone Number		Fax Number	
Email Address			Effective Date of Address Change			
<b>Current</b> Type of Practice: <input type="checkbox"/> Solo <input type="checkbox"/> Multi-specialty Group <input type="checkbox"/> Single Specialty Group <input type="checkbox"/> Hospital-based <input type="checkbox"/> Hospital-employed <input type="checkbox"/> Health plan/Payor-owned						
<b>New</b> Type of Practice: <input type="checkbox"/> No change <input type="checkbox"/> Solo <input type="checkbox"/> Multi-specialty Group <input type="checkbox"/> Single Specialty Group <input type="checkbox"/> Health plan/Payor-owned <input type="checkbox"/> Hospital-based <input type="checkbox"/> Hospital-employed						
Office Hours			Age Range (if applicable, indicate age range)			
<b>Accepting New Patients</b>						
Closing panel to new patients (No longer accepting new patients)						
<input type="checkbox"/> Yes <input type="checkbox"/> No						
Opening panel to accept new patients (My panel is currently closed and I would like to begin accepting new patients)						
<input type="checkbox"/> Yes <input type="checkbox"/> No						
<b>Practice Hours</b> (available appointment hours)						
Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
____ - ____	____ - ____	____ - ____	____ - ____	____ - ____	____ - ____	____ - ____
For this practice location (please select at least one option):						
<input type="checkbox"/> I am available to see patients at least 16 hours per week on a regular basis.						
<input type="checkbox"/> I see patients here at least one day per month, but less than one day per week on a regular basis.						
<input type="checkbox"/> I cover or fill in for colleagues within the same medical group on an as-needed basis only.						
<input type="checkbox"/> I read tests or provide other services, but do not see patients at this location.						
<input type="checkbox"/> I do not practice here, but this location is within the medical group with which I am employed.						
<b>CORRESPONDENCE ADDRESS CHANGE (Please update the address you would like us to send our Provider Communications to, including manuals, newsletters, etc.)</b>						
<b>Former</b> Correspondence Address						
City, State and ZIP Code					Phone Number	
<b>New</b> Correspondence Address						
City, State and ZIP Code			Phone Number		Fax Number	
Email Address			Effective Date of Address Change			

## Electronic Funds Transfer (EFT) Termination/Change

To update your current Blue Cross and Blue Shield of Louisiana payments via electronic funds transfer (EFT) information, please complete the following information.

TERMINATION/CHANGE REQUEST		
<input type="checkbox"/> Please terminate me from the EFT program. <input type="checkbox"/> Please change my EFT information as reflected below.		
CONSENT		
<p>If changing my EFT information, I hereby authorize Blue Cross and Blue Shield of Louisiana, hereinafter called COMPANY, to initiate credit entries, and in accordance with LSA R. S. 250.38 to initiate adjustment for any credit entries made in error to the account indicated below.</p> <p>If changing my EFT information, I hereby authorize the financial institution/bank named below, hereinafter call BANK, to credit and/or debit the same to such account. I am aware that the weekly Provider Payment Register will no longer be mailed to our office, but it will be available for viewing and/or printing in iLinkBlue.</p>		
PROVIDER INFORMATION		
Provider Name		
Provider Address:		
City	State/Province	ZIP Code/Postal Code
PROVIDER IDENTIFIERS INFORMATION		
Provider Tax ID Number (TIN) or Employer Identification Number (EIN)		
National Provider Identifier (NPI)	Group NPI (if applicable)	
PROVIDER CONTACT INFORMATION		
Provider Contact Name		Title
Phone Number	Email Address	Fax Number
RETAIL PHARMACY INFORMATION		
Pharmacy Name		
NCPDP Provider ID Number		

FINANCIAL INSTITUTION INFORMATION		
<b>Former</b> Financial Institution Name		
<b>Former</b> Type of Account at Financial Institution	<b>Former</b> Financial Institution Account Number	<b>Former</b> Financial Institution Routing Number
<b>New</b> Financial Institution Name		
<b>New</b> Type of Account at Financial Institution	<b>New</b> Financial Institution Account Number	<b>New</b> Financial Institution Routing Number
<b>New</b> Account Number Linkage to Provider Identifier		
<input type="checkbox"/> Provider Tax ID Number (TIN): _____		
<input type="checkbox"/> National Provider Identifier (NPI): _____		
SUBMISSION INFORMATION		
Include with Enrollment Submission		
<input type="checkbox"/> Voided Check ( <i>temporary checks are not accepted</i> )		
or		
<input type="checkbox"/> Bank Letter		
Authorized Signature		
<input type="checkbox"/> <u>For change request:</u> This information is to remain in full force and effect until COMPANY has received written notification from me of its termination in such time and in such manner as to afford COMPANY and BANK a reasonable opportunity to act on it. An EFT Termination/Change Form must be completed if <b>any</b> of the above information changes.		
<input type="checkbox"/> <u>For termination request:</u> This information is to be removed from my account and remain in full force and effect until COMPANY has received written notification from me of new EFT information.		

## Existing Providers Joining a New Provider Group

Complete the following information to link an individual provider to a provider group or clinic.

BILLING ADDRESS (for payment registers, reimbursement checks, etc.)						
Billing Address						
City, State and ZIP Code			Phone Number		Fax Number	
Email Address						
MEDICAL RECORDS ADDRESS (for medical records request)						
Medical Records Address						
City, State and ZIP Code			Phone Number		Fax Number	
Email Address						
CORRESPONDENCE ADDRESS (for general provider communications, letters, newsletters, etc.)						
Correspondence Address						
City, State and ZIP Code			Phone Number		Fax Number	
Email Address						
FIRST PHYSICAL ADDRESS						
Do you want this location listed as "participating" or "non-participating" in Blue Cross networks?						
<input type="checkbox"/> Participating <input type="checkbox"/> Non-participating						
Physical Address						
City, State and ZIP Code			Phone Number		Fax Number	
Email Address					Group/Clinic NPI	
Type of Practice: <input type="checkbox"/> Solo <input type="checkbox"/> Multi-specialty Group <input type="checkbox"/> Single Specialty Group <input type="checkbox"/> Hospital-based <input type="checkbox"/> Hospital-employed <input type="checkbox"/> Health plan/Payor-owned						
Accepting New Patients <input type="checkbox"/> New <input type="checkbox"/> Existing Only  <input type="checkbox"/> Other: _____				Age Range of Patients (check all that apply) <input type="checkbox"/> 0-6 years <input type="checkbox"/> 7-11 years <input type="checkbox"/> 12-18 years <input type="checkbox"/> 19-65 years <input type="checkbox"/> Over 65 <input type="checkbox"/> All Ages <input type="checkbox"/> Other: _____		
Office Hours						
Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
____ - ____	____ - ____	____ - ____	____ - ____	____ - ____	____ - ____	____ - ____

Practice Hours (available appointment hours)						
Mon. ____ - ____	Tues. ____ - ____	Wed. ____ - ____	Thurs. ____ - ____	Fri. ____ - ____	Sat. ____ - ____	Sun. ____ - ____
For this practice location (please select at least one option):						
<input type="checkbox"/> I am available to see patients at least 16 hours per week on a regular basis.						
<input type="checkbox"/> I see patients here at least one day per month, but less than one day per week on a regular basis.						
<input type="checkbox"/> I cover or fill in for colleagues within the same medical group on an as-needed basis only.						
<input type="checkbox"/> I read tests or provide other services, but do not see patients at this location.						
<input type="checkbox"/> I do not practice here, but this location is within the medical group with which I am employed.						
SECOND PHYSICAL ADDRESS (if necessary)						
Do you want this location listed as "participating" or "non-participating" in Blue Cross networks?						
<input type="checkbox"/> Participating <input type="checkbox"/> Non-participating						
Physical Address						
City, State and ZIP Code				Phone Number		Fax Number
Email Address					Group/Clinic NPI	
Type of Practice: <input type="checkbox"/> Solo <input type="checkbox"/> Multi-specialty Group <input type="checkbox"/> Single Specialty Group						
<input type="checkbox"/> Hospital-based <input type="checkbox"/> Hospital-employed <input type="checkbox"/> Health plan/Payor-owned						
Accepting New Patients				Age Range of Patients (check all that apply)		
<input type="checkbox"/> New <input type="checkbox"/> Existing Only				<input type="checkbox"/> 0-6 years <input type="checkbox"/> 7-11 years <input type="checkbox"/> 12-18 years		
<input type="checkbox"/> Other: _____				<input type="checkbox"/> 19-65 years <input type="checkbox"/> Over 65 <input type="checkbox"/> All Ages		
<input type="checkbox"/> Other: _____				<input type="checkbox"/> Other: _____		
Office Hours						
Mon. ____ - ____	Tues. ____ - ____	Wed. ____ - ____	Thurs. ____ - ____	Fri. ____ - ____	Sat. ____ - ____	Sun. ____ - ____
Practice Hours (available appointment hours)						
Mon. ____ - ____	Tues. ____ - ____	Wed. ____ - ____	Thurs. ____ - ____	Fri. ____ - ____	Sat. ____ - ____	Sun. ____ - ____
For this practice location (please select at least one option):						
<input type="checkbox"/> I am available to see patients at least 16 hours per week on a regular basis.						
<input type="checkbox"/> I see patients here at least one day per month, but less than one day per week on a regular basis.						
<input type="checkbox"/> I cover or fill in for colleagues within the same medical group on an as-needed basis only.						
<input type="checkbox"/> I read tests or provide other services, but do not see patients at this location.						
<input type="checkbox"/> I do not practice here, but this location is within the medical group with which I am employed.						
CHECKLIST						
Before returning this form to Blue Cross, please ensure the following:						
<input type="checkbox"/> A copy of the Malpractice Liability Insurance Certificate is attached.						
<input type="checkbox"/> Check if this is a new group or clinic not already on file with Blue Cross and complete the iLinkBlue agreement packet. <i>(Note: providers joining existing groups that already have iLinkBlue access do not need to complete the iLinkBlue agreement packet.)</i>						

## Termination Request

Please complete the following information to request termination from one or more of our networks. ALL applicable information must be completed before we will terminate network participation.

NETWORKS BEING TERMINATED	
<b>Full Termination</b>	
<input type="checkbox"/> Terminate Provider Record (claims can no longer be filed to Blue Cross)	
<u>Reason for termination:</u>	
<input type="checkbox"/> Left Group/Clinic	<input type="checkbox"/> Deceased <input type="checkbox"/> Retired <input type="checkbox"/> Closed Practice <input type="checkbox"/> Moved Out of State
<input type="checkbox"/> Other: _____	
<b>Partial Termination</b>	
<input type="checkbox"/> Terminate this provider from ALL networks (claims can still be filed to Blue Cross as a non-participating provider)	
<input type="checkbox"/> Terminate this provider <u>from the following network(s):</u>	
<input type="checkbox"/> Preferred Care PPO	<input type="checkbox"/> Signature Blue <input type="checkbox"/> Healthy Blue Dual Advantage (HMO D-SNP)
<input type="checkbox"/> HMO Louisiana, Inc.	<input type="checkbox"/> Blue HPN
<input type="checkbox"/> Blue Connect	<input type="checkbox"/> Blue Advantage (HMO/PPO) <input type="checkbox"/> FMOL Health System
<input type="checkbox"/> Community Blue	<input type="checkbox"/> Blue Cross Dental <input type="checkbox"/> Ochsner EPO
<input type="checkbox"/> Precision Blue	<input type="checkbox"/> FEP Preferred Dental
Please provide an explanation for terminating the network(s) checked above:	
_____	
_____	
<i>Important Note: Members who have seen the provider within the past 18 months are notified that the provider no longer participates in the applicable networks being terminated.</i>	
<u>Office Use Only:</u>	
Provider Contracting Approval:	
<input type="checkbox"/> Yes <input type="checkbox"/> No	Rep Initials: _____    Approved Term Date: _____

## Tax Identification Number (TIN) Change Request

Please complete this form to report a change in your Tax ID number.

GENERAL INFORMATION			
Are you an <u>individual</u> changing your Tax ID?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Former</b> Provider Name	<b>Former</b> TIN	<b>Former</b> NPI	
<b>New</b> Provider Name	<b>New</b> TIN	<b>New</b> NPI	
Are you an <u>entity</u> changing your Tax ID?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Former</b> Entity Name	<b>Former</b> TIN	<b>Former</b> NPI	
<b>New</b> Entity Name	<b>New</b> TIN	<b>New</b> NPI	
Effective Date of Change	Do you want to participate in your existing networks under the new TIN, if applicable? <input type="checkbox"/> Yes <input type="checkbox"/> No		
What is your specialty?	Are you a primary care provider (PCP)? <input type="checkbox"/> Yes <input type="checkbox"/> No		
BILLING ADDRESS (for payment registers, reimbursement checks, etc.)			
Billing Address			
City, State and ZIP Code	Phone Number	Fax Number	
Email Address			
MEDICAL RECORDS ADDRESS (for medical records request)			
Medical Records Address			
City, State and ZIP Code	Phone Number	Fax Number	
Email Address			
CORRESPONDENCE ADDRESS (for general provider communications, letters, newsletters, etc.)			
Correspondence Address			
City, State and ZIP Code	Phone Number	Fax Number	
Email Address			

PHYSICAL ADDRESS						
Physical Address						
City, State and ZIP Code			Phone Number		Fax Number	
Email Address						
Type of Practice: <input type="checkbox"/> Solo <input type="checkbox"/> Multi-specialty Group <input type="checkbox"/> Single Specialty Group <input type="checkbox"/> Hospital-based <input type="checkbox"/> Hospital-employed <input type="checkbox"/> Health plan/Payor-owned						
Accepting New Patients <input type="checkbox"/> New <input type="checkbox"/> Existing Only  <input type="checkbox"/> Other: _____				Age Range of Patients (check all that apply) <input type="checkbox"/> 0-6 years <input type="checkbox"/> 7-11 years <input type="checkbox"/> 12-18 years <input type="checkbox"/> 19-65 years <input type="checkbox"/> Over 65 <input type="checkbox"/> All Ages <input type="checkbox"/> Other: _____		
Office Hours						
Mon. ____ - ____	Tues. ____ - ____	Wed. ____ - ____	Thurs. ____ - ____	Fri. ____ - ____	Sat. ____ - ____	Sun. ____ - ____
Practice Hours (available appointment hours)						
Mon. ____ - ____	Tues. ____ - ____	Wed. ____ - ____	Thurs. ____ - ____	Fri. ____ - ____	Sat. ____ - ____	Sun. ____ - ____
For this practice location (please select at least one option):						
<input type="checkbox"/> I am available to see patients at least 16 hours per week on a regular basis. <input type="checkbox"/> I see patients here at least one day per month, but less than one day per week on a regular basis. <input type="checkbox"/> I cover or fill in for colleagues within the same medical group on an as-needed basis only. <input type="checkbox"/> I read tests or provide other services, but do not see patients at this location. <input type="checkbox"/> I do not practice here, but this location is within the medical group with which I am employed.						
REQUIRED ATTACHMENTS						
<u>Professional Provider:</u> <input type="checkbox"/> State Licenses including current licenses held in other states, State CDS License and Federal DEA Registration <input type="checkbox"/> Certificate(s) of Professional Liability Insurance <input type="checkbox"/> Current Employer Identification Number (EIN) <b>and</b> Form W-9 or Federal Tax Deposit Coupon <input type="checkbox"/> iLinkBlue <b>and</b> EFT agreements <input type="checkbox"/> Administrative Representative Registration Form				<u>Facilities:</u> <input type="checkbox"/> Health Delivery Organization (HDO) Form and applicable attachment <input type="checkbox"/> Accrediting entity certification (JCAHO, CHAP, etc.) <input type="checkbox"/> License (State, Occupational, CLIA, etc.) <input type="checkbox"/> Medicare Participation Letter (if applicable) <input type="checkbox"/> Professional Liability Insurance Certificate or Products Liability Insurance Certificate (DME providers) <input type="checkbox"/> Louisiana Patients' Compensation Fund Certificate (if applicable) <input type="checkbox"/> EIN Letter <b>and</b> Form W-9 <input type="checkbox"/> iLinkBlue <b>and</b> EFT agreements <input type="checkbox"/> Administrative Representative Registration Form		
<b>Once all necessary documentation has been submitted, our Provider Contracting team will contact you with a new provider agreement to be signed and returned.</b>						

## Add New Practice Location (Existing Tax ID)

Complete the information below when a provider is adding practice location(s) to an existing Tax ID.

LOCATION TO BE ADDED						
Physical Address						
City, State and ZIP Code			Phone Number		Fax Number	
Email Address					Effective Date	
Accepting New Patients <input type="checkbox"/> New <input type="checkbox"/> Existing Only  <input type="checkbox"/> Other: _____			Age Range of Patients (check all that apply) <input type="checkbox"/> 0-6 years <input type="checkbox"/> 7-11 years <input type="checkbox"/> 12-18 years <input type="checkbox"/> 19-65 years <input type="checkbox"/> Over 65 <input type="checkbox"/> All Ages <input type="checkbox"/> Other: _____			
Office Hours						
Mon. ____ - ____	Tues. ____ - ____	Wed. ____ - ____	Thurs. ____ - ____	Fri. ____ - ____	Sat. ____ - ____	Sun. ____ - ____
Practice Hours (available appointment hours)						
Mon. ____ - ____	Tues. ____ - ____	Wed. ____ - ____	Thurs. ____ - ____	Fri. ____ - ____	Sat. ____ - ____	Sun. ____ - ____
For this practice location (please select at least one option): <input type="checkbox"/> I am available to see patients at least 16 hours per week on a regular basis. <input type="checkbox"/> I see patients here at least one day per month, but less than one day per week on a regular basis. <input type="checkbox"/> I cover or fill in for colleagues within the same medical group on an as-needed basis only. <input type="checkbox"/> I read tests or provide other services, but do not see patients at this location. <input type="checkbox"/> I do not practice here, but this location is within the medical group with which I am employed.						
SECOND LOCATION TO BE ADDED						
Physical Address						
City, State and ZIP Code			Phone Number		Fax Number	
Email Address					Effective Date	
Accepting New Patients <input type="checkbox"/> New <input type="checkbox"/> Existing Only  <input type="checkbox"/> Other: _____			Age Range of Patients (check all that apply) <input type="checkbox"/> 0-6 years <input type="checkbox"/> 7-11 years <input type="checkbox"/> 12-18 years <input type="checkbox"/> 19-65 years <input type="checkbox"/> Over 65 <input type="checkbox"/> All Ages <input type="checkbox"/> Other: _____			
Office Hours						
Mon. ____ - ____	Tues. ____ - ____	Wed. ____ - ____	Thurs. ____ - ____	Fri. ____ - ____	Sat. ____ - ____	Sun. ____ - ____
Practice Hours (available appointment hours)						
Mon. ____ - ____	Tues. ____ - ____	Wed. ____ - ____	Thurs. ____ - ____	Fri. ____ - ____	Sat. ____ - ____	Sun. ____ - ____

For this practice location (please select at least one option):						
<input type="checkbox"/> I am available to see patients at least 16 hours per week on a regular basis.						
<input type="checkbox"/> I see patients here at least one day per month, but less than one day per week on a regular basis.						
<input type="checkbox"/> I cover or fill in for colleagues within the same medical group on an as-needed basis only.						
<input type="checkbox"/> I read tests or provide other services, but do not see patients at this location.						
<input type="checkbox"/> I do not practice here, but this location is within the medical group with which I am employed.						
THIRD LOCATION TO BE ADDED						
Physical Address						
City, State and ZIP Code			Phone Number		Fax Number	
Email Address					Effective Date	
Accepting New Patients			Age Range of Patients (check all that apply)			
<input type="checkbox"/> New <input type="checkbox"/> Existing Only			<input type="checkbox"/> 0-6 years <input type="checkbox"/> 7-11 years <input type="checkbox"/> 12-18 years			
<input type="checkbox"/> Other: _____			<input type="checkbox"/> 19-65 years <input type="checkbox"/> Over 65 <input type="checkbox"/> All Ages			
<input type="checkbox"/> Other: _____			<input type="checkbox"/> Other: _____			
Office Hours						
Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
____ - ____	____ - ____	____ - ____	____ - ____	____ - ____	____ - ____	____ - ____
Practice Hours (available appointment hours)						
Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
____ - ____	____ - ____	____ - ____	____ - ____	____ - ____	____ - ____	____ - ____
For this practice location (please select at least one option):						
<input type="checkbox"/> I am available to see patients at least 16 hours per week on a regular basis.						
<input type="checkbox"/> I see patients here at least one day per month, but less than one day per week on a regular basis.						
<input type="checkbox"/> I cover or fill in for colleagues within the same medical group on an as-needed basis only.						
<input type="checkbox"/> I read tests or provide other services, but do not see patients at this location.						
<input type="checkbox"/> I do not practice here, but this location is within the medical group with which I am employed.						
CHECKLIST						
Before returning this form to Blue Cross, please ensure the following:						
<input type="checkbox"/> A copy of the Malpractice Liability Insurance Certificate is attached.						
<input type="checkbox"/> Check if this is a new group or clinic not already on file with Blue Cross and complete the iLinkBlue agreement packet. (Note: providers joining existing groups that already have iLinkBlue access do not need to complete the iLinkBlue agreement packet.)						

## Remove Practice Location (Existing Tax ID)

Complete the information below when a provider is removing a practice location(s) from an existing Tax ID.

GENERAL INFORMATION			
Individual Provider Last Name	First Name	Middle Initial	
Individual Provider NPI	Languages Spoken		
Group/Clinic Name	Group/Clinic NPI		
Group/Clinic Tax ID Number	Effective Date		
What is your specialty?	Are you a primary care provider (PCP)? <input type="checkbox"/> Yes <input type="checkbox"/> No		
LOCATION TO BE REMOVED			
Physical Address			
City	State	ZIP Code	Effective Date
SECOND LOCATION TO BE REMOVED			
Physical Address			
City	State	ZIP Code	Effective Date
THIRD LOCATION TO BE REMOVED			
Physical Address			
City	State	ZIP Code	Effective Date

## TIPS FOR COMPLETING THE PROVIDER DISPUTE FORM

1. Be sure to check the box that most closely matches your provider type.
2. This form should be used when you believe a claim was:
  - Rejected as a duplicate
  - Denied for bundling
  - Denied for medical records
  - Payment/denial affects the provider's reimbursement (timely filing, authorization penalty, etc.)
  - Denied for a BlueCard member
3. Include the appropriate supporting documentation along with the Provider Dispute Form. For assistance in what to attach, see the "Suggested Supporting Documentation" section on the form for guidance.
4. The dispute will not be considered or claim review could be delayed if:
  - The entire Provider Dispute Form is not completely filled out
  - More than one reason is selected on the form for requesting a claim review
  - The form is submitted to the wrong departmental address or fax number instead of the correspondence information listed on the "Where to Send" section of the form
  - The form is submitted to multiple areas of the company



## Provider Dispute Form

Complete this form to file a provider dispute. This form must be included with your request to ensure that it is routed to the appropriate area of the company, thus avoiding delays in our review process. It is important to include the proper information (based on your reason for review) and submit it to the appropriate mailing address.

Please submit only one form per patient, per dispute.

PROVIDER INFORMATION			
TYPE OF PROVIDER: <input type="checkbox"/> Professional <input type="checkbox"/> Facility <input type="checkbox"/> Other:			
Provider Name			
National Provider Identifier (NPI)		Provider Tax ID	
Name of Person Completing Form		Date Form Completed	
Contact Email Address	Contact Phone Number	Contact Fax Number	
PATIENT INFORMATION			
Member ID		Subscriber Name	
Patient Name		Patient Date of Birth	
Claim Number	Date(s) of Service	Amount Charged	
DISPUTE DETAILS			
To assist us in reviewing your dispute, please summarize the issue and action desired, and attach all supporting documentation.			
_____			
_____			
_____			
GUIDE FOR SUBMITTING SUPPORTING DOCUMENTATION			
<b>SURGERY, ASSISTANT SURGERY OR ANESTHESIA</b> 1. Operative Report 2. Anesthesia Report 3. Pre-op History and Physical 4. Asst. Surgeon Credential (If not M.D.)	<b>DOCTOR'S HOSPITAL VISITS</b> 1. Discharge Summary 2. Hospital Progress Notes 3. History and Physical Notes 4. Pathology Report	<b>DOCTOR'S OFFICE/CLINIC VISITS</b> 1. Office Notes Pertaining to Date of Service 2. History and Physical Notes	<b>OTHER SERVICE X-RAYS, LAB, PHYSICAL THERAPY</b> 1. Physical Therapy Notes and Radiology/Lab Report

Page 2 of this form contains the list of reasons for your dispute. Please check only one reason per form. In order for us to review your dispute, we must receive the entire form.

A printable PDF of this form is available online at [www.bcbsla.com/providers](http://www.bcbsla.com/providers), then click on the "Resources" section and look under Forms.

18NW2284 R10/22

Blue Cross and Blue Shield of Louisiana is an independent licensee of the Blue Cross Blue Shield Association.

PLEASE REVIEW MY DISPUTE FOR THE FOLLOWING REASON			
<i>Check only one reason per form.</i>			
REASON FOR REVIEW	SUGGESTED SUPPORTING DOCUMENTATION	TIME TO ALLOW RESPONSE FROM BCBSLA FROM DATE SUBMITTED	WHERE TO SEND
<input type="checkbox"/> Claim payment/denial affects the provider's reimbursement (check the appropriate boxes below): <ul style="list-style-type: none"> <li><input type="checkbox"/> Timely filing</li> <li><input type="checkbox"/> Reimbursement/ Contractual Allowable</li> <li><input type="checkbox"/> Authorization penalty</li> <li><input type="checkbox"/> Bundling/ Unbundling issue</li> <li><input type="checkbox"/> Refund</li> </ul>	<ul style="list-style-type: none"> <li>• Provider Dispute Form including reason for dispute; if bundling issue, reason why current bundling logic is incorrect, or if reimbursement issue, expected allowable amount</li> <li>• Supporting medical documentation</li> <li>• Proof of timely filing (only if denied for timely filing)</li> </ul>	60 days	<b>MAIL OR FAX:</b> BCBSLA - Provider Disputes P.O. Box 98021 Baton Rouge, LA 70898-9021 Or FAX: (225) 298-7035  <b>ONLINE:</b> Through iLinkBlue ( <a href="http://www.bcbsla.com/ilinkblue">www.bcbsla.com/ilinkblue</a> ), click "Document Upload," then "Provider Disputes" in the drop-down menu.
<input type="checkbox"/> Claim denied for a BlueCard® member (insured through a Blue Plan other than Blue Cross and Blue Shield of Louisiana)	<ul style="list-style-type: none"> <li>• Provider Dispute Form including reason</li> <li>• Supporting medical documentation</li> </ul>	60 days	<b>MAIL OR FAX:</b> BCBSLA P.O. Box 98029 Baton Rouge, LA 70898-9045 or FAX: (225) 297-2727

**FOR MEDICAL OR ADMINISTRATIVE APPEALS**

If you need to submit a medical appeal, administrative appeal or grievance on behalf of a member, then instead complete the Medical Appeals Request Form or Administrative Appeal Request Form. Both are available online at [www.bcbsla.com/forms-and-tools](http://www.bcbsla.com/forms-and-tools) under Appeals and Claims Forms.

If Blue Cross requires medical records, the Medical Management department will request them using the Medical Records Request for Claim Review form. Medical records can be uploaded in iLinkBlue ([www.bcbsla.com/ilinkblue](http://www.bcbsla.com/ilinkblue)). Click on the Document Upload link on the main page then select "Medical Records for Retrospective or Post Claim Review" from the department drop down.

**FOR OTHER DISPUTES**

For more information on other types of disputes (not listed above) and how to submit them, review our Guide to Disputing Claims tidbit. It is available online at [www.bcbsla.com/providers](http://www.bcbsla.com/providers), click "Resources," then "Tidbits."



## Overpayment Notification Form

Complete this form to notify us of a possible overpayment for claims processed directly by BCBSLA for a Blue Cross and Blue Shield of Louisiana (BCBSLA), HMO Louisiana, Inc. (HMOLA), Federal Employee Program (FEP) or BlueCard® (out-of-area) member. Please fully complete the requested information on this form to ensure proper processing.

**Member ID:** \_\_\_\_\_

*(please include the three-character prefix or "R" for FEP members)*

**Do not send a check or payment with this form.** Submit the form only.

*Adjustments will be reflected on your future payment register(s).*

PATIENT INFORMATION	
Patient's Full Name	Date of Birth
Claim Number	Patient Account Number
REFUND INFORMATION	
Date(s) of Service	Estimated Amount of Overpayment
Reason You Believe Overpayment Has Occurred	
_____	
_____	
_____	
_____	
PROVIDER INFORMATION	
Provider Name	National Provider Identifier (NPI)
Provider Address	
Name of Person Completing Form	Contact Phone Number
Date Form Completed	Contact Email Address

Please refer to the instructions on the back of this form for more ways to submit overpayment notifications to BCBSLA, as well as information on how to submit this form.

Page 1 of 2

18NW1463 R12/19

Blue Cross and Blue Shield of Louisiana is an independent licensee of the Blue Cross and Blue Shield Association and incorporated as Louisiana Health Service & Indemnity Company.



**In Lieu of Submitting this Form**

You may instead submit an Action Request through iLinkBlue ([www.BCBSLA.com/ilinkblue](http://www.BCBSLA.com/ilinkblue)). Go to the claim thought to be overpaid in iLinkBlue and submit an Action Request to have the claim reviewed for correct processing. To do this, click the "AR" button from the Claims Results screen or the "Action Request" button from the Claim Details screen to open a form that prepopulates with information on the specific claim. Please include your contact information. Please only submit one Action Request per claim; not one Action Request per line item of the claim. For more information on this process, please refer to our *iLinkBlue User Guide*, available online at [www.BCBSLA.com/providers](http://www.BCBSLA.com/providers) >Resources >Manuals.

**Instructions for BlueCard (out-of-area) Claims**

For BlueCard members, do not send a check (payment) with this form. Submit the form only. All adjustments will be reflected on your future payment register(s). BCBSLA cannot accept payments for BlueCard members. If an unsolicited refund payment is received for a BlueCard member, it will be returned with a letter requesting an Overpayment Notification Form be submitted. You may instead submit an Action Request in lieu of the form.

**General Refund Information**

Upon submitting this form:

- If it is determined that an overpayment did occur, you will not receive further notification from us. The claim will be adjusted, and your payment register will reflect the change.
- If it is determined that an overpayment did not occur, you will receive notification explaining that no adjustment to the claim is necessary.

When BCBSLA discovers the overpayment:

- If it is determined that a provider has received an overpayment and has not yet informed us, Blue Cross will send notification requesting the provider respond either agreeing or appealing the overpayment within 30 days. For FEP members, the provider has 120 days to respond.
- After the applicable provider review period, the claim is adjusted and will be reflected on the provider's future payment register(s).

**Return Form To:**

BCBSLA Correspondence	or	Fax: (225) 297-2727
P.O. Box 98029		Attn: BCBSLA Correspondence
Baton Rouge, LA 70898-9029		

A printable version of this Overpayment Notification Form is available online at [www.BCBSLA.com/providers](http://www.BCBSLA.com/providers) >Resources >Forms.

If you have questions about this process, you may contact the Customer Care Center at 1-800-922-8866.



## Authorization Form

**Fax: 1-800-586-2299**

Complete this form to submit authorizations for Blue Cross and Blue Shield of Louisiana and HMO Louisiana, Inc. members for inpatient, outpatient and offices services that require an authorization directly from our authorization department. Do not use this form for authorizations processed by Carelon Medical Benefits Management (Carelon), Express Scripts, Inc. or Lucet, etc.

*Failure to fully complete this form could delay your authorization processing.*

<b>PATIENT DATA</b>	Last Name	First Name	Middle Initial
	Contract/Subscriber ID Number		Date of Birth
<b>CLINICAL DATA</b>	<input type="checkbox"/> Inpatient Admit/Surgery <input type="checkbox"/> Outpatient Procedure/Service <input type="checkbox"/> Office		
	Diagnosis Code(s) (ICD-10)		CPT® Code(s)
	Number of Visits Requested (If Applicable)		Date of Service/Admit Date
<b>REQUESTING PHYSICIAN</b>	Last Name	First Name	Middle Initial
	Address	Phone number	Fax Number
NPI (National Provider Identifier) Number:			
<b>FACILITY INFORMATION</b>	Name		
	Address	Phone number	Fax Number
NPI (National Provider Identifier) Number:			
<b>CONTACT PERSON</b>	Name	Phone number	Fax Number
<b>Additional Information:</b>			
<p><b>Note:</b> Maternity admissions to network facilities (or out-of-network facilities if the member has out-of-network benefits) do not require authorization if the inpatient stay is 48 hours or less for vaginal delivery and 96 hours or less for Cesarean section delivery.</p> <p>The authorization process is based on medical necessity only and is <u>not</u> a guarantee of payment. Services/procedures are subject to review by Blue Cross and Blue Shield of Louisiana for contractual limitations or exclusions. Providers are required to check an individual's benefits, limitations and eligibility immediately prior to providing a benefit or service. You may log into iLinkBlue (<a href="http://www.bcbsla.com/ilinkblue">www.bcbsla.com/ilinkblue</a>) or call the customer service number printed on the member's ID card for specific member information.</p>			

CPT® Only copyright 2023 American Medical Association. All rights reserved.

P.O. Box 98031, Baton Rouge, Louisiana 70898-9031 • Phone: 1-800-523-6435 • Fax: 1-800-586-2299

18NW2302 R03/23

Blue Cross and Blue Shield of Louisiana is an independent licensee of the Blue Cross Blue Shield Association.





## Retrospective Review Authorization Form

**Fax completed form to 1-800-515-1150**

Complete this form to submit retrospective authorizations for Blue Cross and Blue Shield of Louisiana and HMO Louisiana, Inc. members for inpatient, outpatient and office services that require an authorization. **Retrospective review requests have up to a 30-day response time.** Do not use this form for authorizations processed by Carelon Medical Benefits Management (Carelon), Express Scripts, Inc., Lucet, etc.

Do not submit a request for retrospective review if you filed a claim. If we require additional medical records, Medical Management will request them using the Medical Records Request for Claim Review form.

Medical Records can be faxed or uploaded in iLinkBlue ([www.bcbsla.com/ilinkblue](http://www.bcbsla.com/ilinkblue)). Click on the Document Upload link on the main page then select "Medical Records for Retrospective or Post Claim Review" from the department drop down. *Failure to fully complete this form could delay your authorization processing.*

<b>PATIENT DATA</b>	Last Name		First Name		Middle Initial
	Member ID			Date of Birth	
<b>CLINICAL DATA</b>	<input type="checkbox"/> Inpatient Admit/Surgery		<input type="checkbox"/> Outpatient Procedure/Service		<input type="checkbox"/> Ambulatory Surgery
	<input type="checkbox"/> Outpatient Hospital		<input type="checkbox"/> Office		<input type="checkbox"/> Home
	Diagnosis Code(s) (ICD-10)			CPT® Code(s)	
	Number of Visits Requested (If Applicable)			Date of Service/Admit Date: Start Date – End Date	
<b>REQUESTING PHYSICIAN</b>	Last Name		First Name		Middle Initial
	Address		Phone Number	Fax Number	
	National Provider Identifier (NPI)				
<b>FACILITY INFORMATION</b>	Name				
	Address		Phone Number	Fax Number	
	National Provider Identifier (NPI)				
<b>CONTACT PERSON</b>	Name		Phone Number	Fax Number	
	Additional Information:				
<p><b>Note:</b> Maternity admissions to network facilities (or out-of-network facilities if the member has out-of-network benefits) do not require authorization if the inpatient stay is 48 hours or less for vaginal delivery and 96 hours or less for Cesarean section delivery.</p> <p>The authorization process is based on medical necessity only and is <u>not</u> a guarantee of payment. Services/procedures are subject to review by Blue Cross and Blue Shield of Louisiana for contractual limitations or exclusions. Some policies apply penalties for failing to request prior authorization for specific services. Other policies will not cover a service without prior authorization. For urgent inpatient admissions, you must notify Blue Cross of that admission within 48 hours or the next business day, to avoid penalties or non-coverage. If you are unsure if a policy allows for retrospective review, contact Customer Care at 1-800-922-8866. Always verify eligibility and benefits before providing services by contacting Customer Care or using iLinkBlue (<a href="http://www.bcbsla.com/ilinkblue">www.bcbsla.com/ilinkblue</a>).</p>					

P.O. Box 98031, Baton Rouge, Louisiana 70898-9031 • Phone: 1-800-922-8866 • Fax: 1-800-515-1150

## LOUISIANA UNIFORM PRESCRIPTION DRUG PRIOR AUTHORIZATION FORM

## SECTION I — SUBMISSION

Submitted to: Blue Cross and Blue Shield of Louisiana/HMO Louisiana, Inc./Express Scripts	Phone: 1-800-842-2015	Fax: 1-877-251-5896	Date:
--	--------------------------	------------------------	-------

## SECTION II — PRESCRIBER INFORMATION

Last Name, First Name MI:	NPI# or Plan Provider #:	Specialty:
Address:	City:	State: ZIP Code:
Phone:	Fax:	Office Contact Name: Contact Phone:

## SECTION III — PATIENT INFORMATION

Last Name, First Name MI:	DOB:	Phone:	<input type="checkbox"/> Male	<input type="checkbox"/> Female
			<input type="checkbox"/> Other	<input type="checkbox"/> Unknown
Address:	City:	State:	ZIP Code:	
Plan Name (if different from Section I):	Member or Medicaid ID #:	Plan Provider ID:		
Patient is currently a hospital inpatient getting ready for discharge? ___ Yes ___ No Date of Discharge: _____				
Patient is being discharged from a psychiatric facility? ___ Yes ___ No Date of Discharge: _____				
Patient is being discharged from a residential substance use facility? ___ Yes ___ No Date of Discharge: _____				
Patient is a long-term care resident? ___ Yes ___ No If yes, name and phone number: _____				
EPSDT Support Coordinator contact information, if applicable: _____				

## SECTION IV — PRESCRIPTION DRUG INFORMATION

Requested Drug Name:						
Strength:	Dosage Form:	Route of Admin:	Quantity:	Days' Supply:	Dosage Interval/Directions for Use:	Expected Therapy Duration/Start Date:
To the best of your knowledge this medication is: <input type="checkbox"/> New therapy/Initial request <input type="checkbox"/> Continuation of therapy/Reauthorization request						
<b>For Provider Administered Drugs only:</b>						
HCPCS/CPT-4 Code: _____		NDC#: _____		Dose Per Administration: _____		
Other Codes: _____						
Will patient receive the drug in the physician's office? ___ Yes ___ No						
- If no, list name and NPI of servicing provider/facility: _____						

## SECTION V — PATIENT CLINICAL INFORMATION

Primary diagnosis relevant to this request:	ICD-10 Diagnosis Code:	Date Diagnosed:
Secondary diagnosis relevant to this request:	ICD-10 Diagnosis Code:	Date Diagnosed:
For pain-related diagnoses, pain is: ___ Acute ___ Chronic		
For postoperative pain-related diagnoses: Date of Surgery _____		
Pertinent laboratory values and dates (attach or list below):		
Date	Name of Test	Value

04HQ1094 R12/18  
Version 1.0 - 2018-12

Page 1 of 2

<b>SECTION VI - This Section For Opioid Medications Only</b>			
Does the quantity requested exceed the max quantity limit allowed? <input type="checkbox"/> Yes <input type="checkbox"/> No (If yes, provide justification below.) Cumulative daily MME _____			
Does cumulative daily MME exceed the daily max MME allowed? <input type="checkbox"/> Yes <input type="checkbox"/> No (If yes, provide justification below.)			
SHORT AND LONG-ACTING OPIOIDS	YES (True)	NO (False)	THE PRESCRIBER ATTESTS TO THE FOLLOWING:
			A. A complete <b>assessment</b> for pain and function was performed for this patient.
			B. The patient has been <b>screened for substance abuse / opioid dependence</b> . <i>(Not required for recipients in long-term care facility.)</i>
			C. The <b>PMP</b> will be accessed <b>each</b> time a controlled prescription is written for this patient.
			D. A <b>treatment plan</b> which includes current and previous goals of therapy for both pain and function has been developed for this patient.
			E. <b>Criteria</b> for failure of the opioid trial and for stopping or continuing the opioid has been established and explained to the patient.
			F. <b>Benefits and potential harms</b> of opioid use have been discussed with this patient.
			G. An <b>Opioid Treatment Agreement</b> signed by both the patient and prescriber is on file. <i>(Not required for recipients in long-term care facility.)</i>
LONG-ACTING OPIOIDS			H. The patient requires continuous <b>around the clock</b> analgesic therapy for which alternative treatment options have been inadequate or have not been tolerated.
			I. Patient previously utilized at least two weeks of short-acting opioids for this condition. Please enter drug(s), dose, duration and date of trial in pharmacologic/non-pharmacologic treatment section below.
			J. Medication has <b>not</b> been prescribed to treat acute pain, mild pain, or pain that is not expected to persist for an extended period of time.
			K. Medication has <b>not</b> been prescribed for use as an as-needed (PRN) analgesic.
			L. Prescribing information for requested product has been <b>thoroughly reviewed</b> by prescriber.
IF NO FOR ANY OF THE ABOVE (A-L), PLEASE EXPLAIN:			

**SECTION VII - Pharmacologic & non-pharmacologic treatment(s) used for this diagnosis (both previous & current):**

Drug name	Strength	Frequency	Dates Started and Stopped or Approximate Duration	Describe Response, Reason
Drug Allergies:			Height (if applicable):	Weight (if applicable):
Is there clinical evidence or patient history that suggests the use of the plan's pre-requisite medication(s), e.g. step medications, will be ineffective or cause an adverse reaction to the patient? <input type="checkbox"/> Yes <input type="checkbox"/> No (If yes, please explain in Section VIII below.)				

**SECTION VIII — JUSTIFICATION (SEE INSTRUCTIONS)**

**By signing this request, the prescriber attests that the information provided herein is true and accurate to the best of his/her knowledge. Also, by signing and submitting this request form, the prescriber attests to statements in the 'Attestation' section of the criteria specific to this request, if applicable.**

Signature of Prescriber: \_\_\_\_\_ Date: \_\_\_\_\_



## Guide to Completing the EFT Enrollment Form

Blue Cross and Blue Shield of Louisiana requires that participating providers enroll in our electronic funds transfer (EFT) service. EFT allows providers to receive payment electronically directly into their accounts. You can complete the EFT Enrollment Form at [www.bcbsla.com/providers](http://www.bcbsla.com/providers) >Resources. The following information should help you complete the form.

### 1 CONSENT

The consent legally allows Blue Cross to electronically transfer funds to your financial account. The provision for Blue Cross to deduct funds applies when an erroneous credit occurs to a financial account resulting, for example, from a banking error.

### 2 PROVIDER INFORMATION

**Provider Name** – Complete legal name of institution, corporate entity, practice or individual provider

**Street Address** – The number and street name where a person or organization can be found

**City** – City associated with provider address field

**State/Province** – The two-character code associated with the State/Province/Region of the applicable country

**ZIP Code/Postal Code** – System of postal-zone codes (ZIP stands for “zone improvement plan”) introduced in the U.S. in 1963 to improve mail delivery and utilize electronic reading and sorting capabilities

### 3 PROVIDER IDENTIFIERS INFORMATION

**Provider Federal Tax Identification Number (TIN) / Employer Identification Number (EIN)** – A Federal Tax Identification Number, also known as an Employer Identification Number (EIN), is used to identify a business entity

**National Provider Identifier (NPI)** – A Health Insurance Portability and Accountability Act (HIPAA) Administrative Simplification Standard. The NPI is a unique identification number for covered health care providers. Covered health care providers and all health plans and health care clearinghouses must use the NPIs in the administrative and financial transactions adopted by HIPAA. The NPI is a 10-position, intelligence-free numeric identifier (10-digit number). This means that the numbers do not carry other information about health care providers, such as the state in which they live or their medical specialty. The NPI must be used in lieu of legacy provider identifiers in the HIPAA standards transactions.

**Group NPI (if applicable)** – If part of a provider group, please also report the NPI for your group

### 4 PROVIDER CONTACT INFORMATION

**Provider Contact Name** – Name of a contact in provider office for handling ERA issues

**Title** – Title of the contact person

**Telephone Number** – Associated with the contact person

**Email Address** – An electronic mail address at which the health plan might contact the provider

**Fax Number** – A number at which the provider can be sent facsimiles

### 5 RETAIL PHARMACY INFORMATION *(this section should be completed by pharmacies only)*

**Pharmacy Name** – Complete name of pharmacy

**NCPDP Provider ID Number** – The NCPDP-assigned unique identification number

## 6 FINANCIAL INSTITUTION INFORMATION

**Financial Institution Name** – Official name of the provider’s financial institution

**Financial Institution Routing Number** – The nine-digit identifier of the financial institution where the provider maintains an account to which payments are to be deposited

**Type of Account at Financial Institution** – The type of account the provider will use to receive EFT payments (e.g., checking, savings, etc.)

**Provider’s Account Number with Financial Institution** – The provider’s account number at the financial institution to which EFT payments are to be deposited

**Account Number Linkage to Provider Identifier** – Choose, then enter either the Provider TIN or NPI for the purpose of grouping (bulking) claim payments. Provider preference for grouping (bulking) claim payments must match preference for v5010 X12 835 remittance advice.

## 7 SUBMISSION INFORMATION

### Reason for Submission

- **New Enrollment** – Check to indicate applying for new EFT enrollment

### Include with Enrollment Submission

- **Voided Check** – A voided check is attached to provide confirmation of Identification/Account Numbers. Temporary checks are not accepted.

or

- **Bank Letter** – A letter on bank letterhead that formally certifies the account owners routing and account numbers

**Authorized Signature** – The signature of an individual authorized by the provider or its agent to initiate, modify or terminate an enrollment

**Written Signature of Person Submitting Enrollment** – The (usually cursive) rendering of a name unique to a particular person used as confirmation of authorization and identity

**Printed Name of Person Submitting Enrollment** – The printed name of the person signing the form

**Submission Date** – The date on which the enrollment is submitted

Providers should contact their financial institution to arrange for the delivery of the CORE required minimum CCD+ Data Elements necessary for successful re-association of the electronic funds transfer (EFT) payment with the ERA (835) remittance advice. Shown below are the Data Elements that are necessary for re-association:

CCD Record #	Field #	Field Name
5	9	Effective Entry Date
6	6	Amount
7	3	Payment Related Information

**Late/Missing EFT and ERA Transactions Resolution Procedures:**

ERA (835) files are available weekly in trading partner mailboxes on Mondays, and no later than Wednesday, except during holidays or unexpected office closures. If you do not receive your ERA by close of business on Wednesday, you may contact EDI Services at 1-800-716-2299, option 3 or email [EDIServices@bcbsla.com](mailto:EDIServices@bcbsla.com). Please include the Trading Partner ID, check number, check amount, check date and NPI.

EFT transactions are typically available at the provider's bank on Wednesday. If you have not received your deposit by close of business on Wednesday, you may contact EDI Services at 1-800-716-2299, option 3.

For questions about the ERA Form, please contact EDI Services at 1-800-716-2299, option 3. Also visit [www.bcbsla.com/providers](http://www.bcbsla.com/providers) >Electronic Services >Clearinghouse.

To check the status of your ERA Form, you may submit your **request** via email to [EDIServices@bcbsla.com](mailto:EDIServices@bcbsla.com). Please include the provider or group name, NPI, TIN or EIN and Trading Partner ID. Please allow three to five business days for setup.

To check the status of your EFT Form, you may submit your request via email to [PCDMStatus@bcbsla.com](mailto:PCDMStatus@bcbsla.com). Please include the provider or group name, NPI and TIN or EIN. Please allow up to 15 business days for setup.

Provider's NPI must already be on file with Blue Cross. For more information on reporting your NPI to Blue Cross, visit [www.bcbsla.com/providers](http://www.bcbsla.com/providers) >NPI or you may contact Provider Credentialing & Data Management at 1-800-716-2299, option 2.

Blue Cross does not set up ERAs for out-of-state providers.



## Electronic Funds Transfer (EFT) Enrollment Form

To receive your Blue Cross and Blue Shield of Louisiana payments via electronic funds transfer (EFT), please complete the following information. Be sure to complete a separate Electronic Funds Transfer Enrollment Form for each payment location. Please contact your financial institution to arrange for the delivery of the CORE required minimum CCD+ Data Elements necessary for successful re-association of the electronic funds transfer (EFT) payment with the ERA (835) remittance advice. See included Guide to Completing the EFT Enrollment Form for detailed instructions.

### CONSENT

I hereby authorize Blue Cross and Blue Shield of Louisiana, hereinafter called COMPANY, to initiate credit entries, and to initiate adjustment for any credit entries made in error to the account indicated below.

I hereby authorize the financial institution/bank named below, hereinafter referred to as BANK, to credit and/ or debit the same to such account. I am aware that the weekly Provider Payment Register will no longer be mailed to our office, but it will be available for viewing and/or printing in iLinkBlue.

### PROVIDER INFORMATION

Provider Name

Provider Address: Street

City

State/Province

ZIP Code/Postal Code

### PROVIDER IDENTIFIERS INFORMATION

Provider Federal Tax Identification Number (TIN) or Employer Identification Number (EIN)

National Provider Identifier (NPI)

Group NPI (if applicable)

### PROVIDER CONTACT INFORMATION

Provider Contact Name

Title

Telephone Number

Email Address

Fax Number

### RETAIL PHARMACY INFORMATION

Pharmacy Name

NCPDP Provider ID Number

### FINANCIAL INSTITUTION INFORMATION

Financial Institution Name

Financial Institution Routing Number

Type of Account at Financial Institution

Provider's Account Number with Financial Institution

Account Number Linkage to Provider Identifier

- Provider Tax Identification Number (TIN): \_\_\_\_\_
- National Provider Identifier (NPI): \_\_\_\_\_

SUBMISSION INFORMATION	
Reason for Submission	<input type="checkbox"/> New Enrollment
Include with Enrollment Submission	<input type="checkbox"/> Voided Check ( <i>temporary checks are not accepted</i> ) or <input type="checkbox"/> Bank Letter
Authorized Signature	<p>I hereby acknowledge that the information provided on this form is true and correct. I further authorize COMPANY to utilize and rely on the information contained in this form until such time as I submit reasonable advance written notice to Company that this authorization has been terminated. I additionally acknowledge and agree that, in the event that any of the information I have provided on this form changes or becomes inaccurate, I must immediately submit an EFT Termination/Change Form containing such information necessary to correct such changed or inaccurate information.</p> <p>_____</p> <p>Written Signature of Person Submitting Enrollment</p> <p>_____</p> <p>Printed Name of Person Submitting Enrollment</p> <p>_____</p> <p>Submission Date</p>

If you have any questions about this form or your EFT enrollment status, please contact Provider Credentialing & Data Management at:

Phone: 1-800-716-2299, option 2

Email: [PCDMStatus@bcbsla.com](mailto:PCDMStatus@bcbsla.com)

*For internal use only: iLB set up complete.*