



An independent licensee of the Blue Cross and Blue Shield Association

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Provider Highlights

OCR (Optical Character Recognition)

Tips for Submitting Paper Claims

All providers are encouraged to submit their claims electronically. If you are interested in pursuing electronic submission of claims, please visit our website at bcbswy.com/providers or contact Provider Relations at 1-888-666-5188 for instructions.

If electronic claims submission is not an option, paper claims must be submitted according to the following guidelines. This will ensure timely and accurate processing of claims through the OCR system.

- Use red CMS-1500 claim forms, version 02-12. Carbon copies of CMS-1500 claim forms produce unclear images and increase the chance of inaccurate data entry. Photocopies of claims are not acceptable through the OCR system.
- Print claims in a 10 – 12 size font using a black ink or laser print. Other colors and handwriting are often too light to be read correctly by the OCR equipment.
- Avoid the use of red pen, markers or blue/green highlighters. The OCR equipment drops all red print when processing and any information written in red will “drop out” and be missed.
- Align the claim form so that **all** information is contained within the appropriate box. Poorly aligned data may be read incorrectly or missed entirely, resulting in incorrect processing of the claim.
- **Use ALL CAPS when printing the information.**

Remember to complete all required fields of the CMS-1500 form. See the 1500 Forms Required Fields guideline located on our Provider News page for more detailed information.

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