



WYOMING

Provider Relations
Department
4000 House Avenue
PO Box 2266
Cheyenne, WY
82003
888-666-5188
bcbswy.com

Provider Highlights

How to Avoid Out-of-Area Claim Problems

At Blue Cross Blue Shield of Wyoming we strive to process your claims quickly and accurately.

To ensure that your claims are processed timely and accurately, follow these steps:

1. Submit all Blue claims to Blue Cross Blue Shield of Wyoming, P.O. Box 2266, Cheyenne, WY 82003. You should submit claims to us even if you do not participate with us as a network provider.
2. Include the member's complete identification number, including the prefix, when you submit the claim. **Submit claims with only valid prefixes;** claims with incorrect or missing prefixes and/or member identification numbers cannot be processed.
3. In cases where there is more than one payer and a Blue Cross and/or Blue Shield Plan is a primary payer, submit Other Party Liability (OPL) information with the Blue Cross and/or Blue claim. Upon receipt, Blue Cross Blue Shield of Wyoming will electronically route the claim to the member's Blue Plan. The member's Plan then processes the claim and approves payment.
4. Do not send duplicate claims. Sending another claim, or having your billing agency resubmit claims automatically actually slows down the claims payment process and creates confusion for the member.
5. Check claim status by contacting Blue Cross Blue Shield of Wyoming at 1-800-442-2376 or submit an electronic HIPAA 276 transaction (claim status request) to us. Participating providers can also access claim status and eligibility information 24 hours a day, seven days a week through The Healthcare Online Resource (THOR). For more information on THOR, visit our web site at bcbswy.com/providers/thor.

If you do encounter an issue with a claim, we are here to help you. We will work with you to answer your questions and resolve your concerns as quickly as possible.

Contact us at 1-800-442-2376 Monday through Friday, 8 a.m. to 5 p.m.

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