



**WYOMING**

An independent licensee of the Blue Cross and Blue Shield Association

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# Provider Highlights

## How to Avoid Claim Delays and Rejections

One of the biggest reasons for claim delays within BlueCard® is incorrect or missing prefixes and identification numbers on claims. To help avoid delays, follow these simple steps:

1. **Copy** – First make copies of the front and back of the member’s ID card and pass this information on to your billing staff. Be sure that the member has the most current ID card.

*Quick tip: When you’re referring a patient or a patient’s information to a provider where there is not a face-to-face encounter, include copies of the ID card and the complete identification number, which includes the prefix.*

2. **Look** – Find the three-character prefix. For BlueCard®, the prefix identifies the member’s Blue Plan or national account. It is also critical for confirming membership and coverage.

*Quick tip: Do not assume that the member’s ID number is the Social Security number. Use of the Social Security number on ID cards was generally phased out by January 1, 2006. Prefixes change, so recheck the ID card.*

3. **Contact** – Once you’ve identified the prefix, call BlueCard® Eligibility at 1-800-676-BLUE (2583) to verify the member’s eligibility and coverage.

*Quick tip: For faster processing, use electronic capabilities.*

4. **Submit** – After you include all the necessary information, submit the claim to Blue Cross Blue Shield of Wyoming.

*Quick tip: For faster processing please submit your claims electronically to your local Blue Plan.*

If you have questions, please call Blue Cross Blue Shield of Wyoming at 1-800-442-2376.

August 2017

