

# Bulletin



May 15, 2009

## Providers need to verify member identity

Blue Cross and Blue Shield of Minnesota and Blue Plus have received a number of calls from our members who have stated that they did not receive certain services that were billed under their subscriber identification number.

Upon comparing consent for treatment forms with signatures on file it appears that such services were provided to an imposter.

In order to prevent this occurrence, providers are requested to take appropriate steps to verify members' identity, such as viewing a government issued identification card and a Blue Cross ID card at each encounter.

If you suspect fraudulent use of an ID card, please call our fraud hotline at **(651) 662-8363**. You may remain anonymous.

### Questions?

If you have questions, please contact provider service at **(651) 662-5200** or **1-800-262-0820**.