

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



April 27, 2018

### **Subscriber Identification (ID) Cards**

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) subscriber ID numbers contain a three-digit prefix, previously referred to as alpha prefix (Prefix), which is a foundational component of the BlueCard Program. The information the Prefix contains defines the service relationships and arrangements between the Blue Plan, and its subscribers.

When a subscriber with Blue Cross coverage arrives at your office or facility, continue to ask to see their current ID cards at each visit. Please remember that ID cards are for identification purposes only; they do not guarantee eligibility or payment of the claim.

### **Change Effective April 15, 2018**

To increase the Prefix pool needed for Blue Cross Plans, the Prefix is being modified to allow numeric characters. Effective April 15, 2018, all Blue Cross Plans and providers must be able to accept a Prefix that includes a combination of alpha and numeric characters.

### **What is a Prefix?**

The Prefix is three characters on the Blue Cross and/or Blue Shield Plan ID card required for claims processing.

The Prefix can be alpha only or a combination of alpha and numeric characters. The Prefix will not contain only numbers (must always have at least one alpha character) and will not include the numbers one or zero in any position.

Providers will continue to see three-character alpha only prefixes and as of April 15, 2018, you may also see a Prefix that contains a mix of letters and numbers (E.g., A2A, 2AA, 22A, AA2, 2A2, A22).

### **How does this impact providers?**

Any time after April 15, 2018, you may begin to see Prefixes on subscriber ID Cards that contain numeric characters. Providers will continue to submit the subscriber Prefix to conduct everyday transactions and to check eligibility and benefits in the same manner as you do today. Current Prefixes will remain active unless cancelled by an account.

If providers have implemented system changes to limit Blue Cross subscribers to a three-digit alpha only Prefix, you will need to make system modifications to allow for numeric characters effective April 15, 2018.

### **Where do I submit the claim?**

Providers should continue to submit claims to Blue Cross under your current billing practices.

### **Questions?**

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

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