

# SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

SEPTEMBER 1, 2022

## PROVIDERS OUTSIDE OF PENNSYLVANIA – FILE CLAIMS THROUGH BLUECARD FOR PERFORMANCE BLUE PRODUCTS

Performance Flex Blue (PFB) and Performance Blue (PB) are Highmark products available only in Pennsylvania. PFB is a two-tiered, in-network (Enhanced/Standard) product and PB is a one-tiered, in-network product. Both offer a variety of plans, including:

- PPO (Preferred Provider Organization)
- EPO (Exclusive Provider Organization)
- QHDHP (Qualified High Deductible Health Plans)

The PFB and PB networks consist of Pennsylvania providers only. Out-of-area providers that participate with Highmark will be reimbursed at the highest level of benefits — enhanced level for PFB and in-network for PB — when claims are filed through **BlueCard**. At the time of service, the enhanced level copayment for PFB members should be requested.

### HOW TO SUBMIT BLUECARD CLAIMS

Providers should bill claims for out-of-area members the same way they bill claims for their local Blue Cross and/or Blue Shield Plan members. When submitting the claim:

- The member ID numbers should be reported exactly as shown on the ID card. Do not add, omit, or alter any characters from the member ID number.
- Indicate on the claim any payment you collected from the patient.
- Only submit medical records if requested.

For more information about the BlueCard Program, visit the **Provider Resource Center > INTER-PLAN PROGRAMS > BlueCard Information Center**.



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