LOUISIANA **BLUE** ✚ⓑ

Need **Eligibility** and **Benefits** for BlueCard® Members?

Blue Cross and Blue Shield of Louisiana has two great services that providers can use to obtain BlueCard eligibilty and benefits.
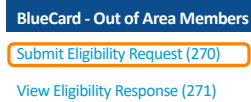
1 iLinkBlue

Log into iLinkBlue (www.lablue.com/ilinkblue) to access the **Eligibility Requests (270)** and **Eligibility Responses (271)** applications.

Go to the Coverage menu option.

| 🏠 | Coverage▾ | Claims▾ | Payments▾ | Authorizations▾ | Quality & Treatment▾ | Resources▾ |

Look for the section titled **BlueCard - Out of Area Members** section and click the **Submit Eligibility Benefits (270)** link.

BlueCard - Out of Area Members
Submit Eligibility Request (270)
View Eligibility Response (271)

Enter the member's prefix (the first three characters of the member ID number), the contract number, and service type.

Click **Submit**.

Your request is then transmitted to the member's Blue Plan. Though not immediate, out-of-area responses are usually transmitted back from the member's Blue Plan within less than a minute if the Plan provides one.

To access the elctronic response, choose "**View Eligibility Response (271)**." Eligibility responses are retained for 21 days.

Our *iLinkBlue User Guide* also has general instructions plus much more! It is available on the Provider page under www.lablue.com/providers >Resources >Manuals.

2 Interactive Voice Recognition (IVR)

Providers can also access this information through our Interactive Voice Recognition (IVR) by calling **1-800-676-2583**.

Say if you are calling for **Eligibility and Benefits, Precertification** or both.

When asked if you are a healthcare provider, say **Yes**.

Give the **alpha prefix** for the member's out-of-area policy to be connected to the appropriate Blue Plan.

Press "**1**" to select **Provider**.

Say or enter the numeric portion of the Provider NPI then press the pound (**#**) key.

Press "**1**" to select **Medical**.

Enter the numeric portion of the member ID as it appears on the member ID card.

Enter the member's date of birth in the MMDDYYYY format to verify eligibility and benefits.

For information on the IVR, view the *Automated Benefits & Claim Status* (IVR Navigation Guide) provider tidbit online at www.lablue.com/providers >Resources >Tidbits.

The BlueCard ® program enables members of one Blue Cross plan to obtain in-network healthcare services while traveling or living in another BCBS Plan service area. These members are often referred to as BlueCard (out-of-area) members.