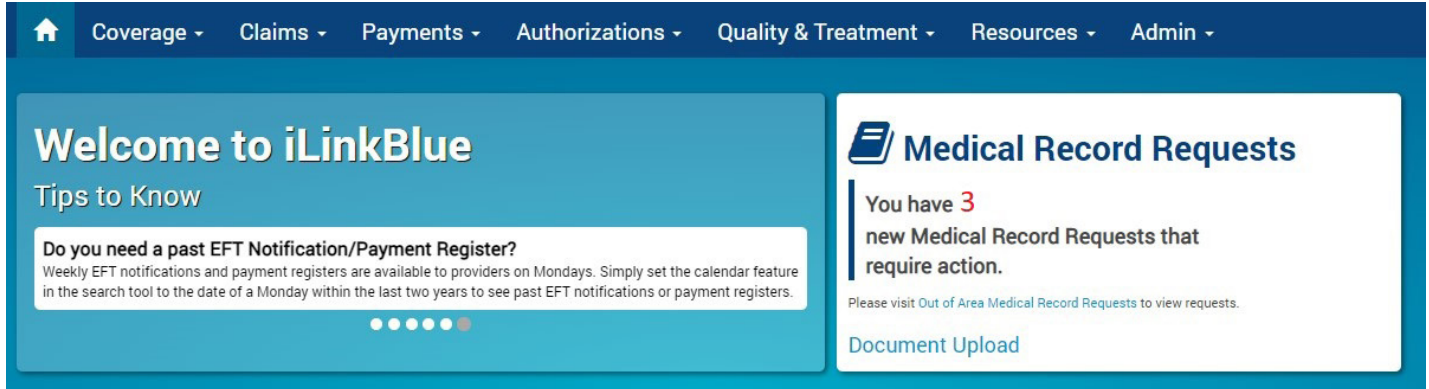


## Medical Record Guidelines for BlueCard®

1. Always direct medical records submissions to Blue Cross and Blue Shield of Louisiana when requested. You will be alerted of BlueCard medical record requests through our secure online tool iLinkBlue ([www.BCBSLA.com/ilinkblue](http://www.BCBSLA.com/ilinkblue)). These alerts will be visible on the iLinkBlue home page.



2. If a claim denies for one of the following reasons: “lack of information received,” “additional information needed” or “waiting on requested information,” wait until you receive a medical records request in iLinkBlue before submitting records.

For these types of denials, providers should wait 10 business days to allow us time to send a request for medical records. If you do not receive a request after 10 business days, contact customer service to verify the exact information needed.

3. Send medical records to us within 10 business days after receiving an alert.
4. Include a printed copy of the iLinkBlue medical record alert as the cover or first page of your submission.

### Do NOT submit BlueCard Medical Records:

- unless you receive a request from Blue Cross and Blue Shield of Louisiana
- with a copy of the original claim as an attachment
- without the request for medical records notification from iLinkBlue attached
- by certified mail

Once confirmed that we received your records, please allow 30 days for Blue Cross and Blue Shield of Louisiana and/or the member’s Blue Plan to complete the review process. If you receive no response after 30 days, please follow up with us by calling the Customer Care Center at 1-800-922-8866.

[More →](#)

TB00022019

This publication is provided by the Network Administration Division of Blue Cross and Blue Shield of Louisiana. If you have a question regarding this document, please email [providercommunications@bcbsla.com](mailto:providercommunications@bcbsla.com) and reference the Tidbit number, and title listed of this publication.

## BlueCard Medical Record Requests on iLinkBlue

View medical records requests for your BlueCard patients in iLinkBlue ([www.BCBSLA.com/ilinkblue](http://www.BCBSLA.com/ilinkblue)) by clicking the **Out of Area Medical Record Requests** link on the message board alert. You can also access requests by clicking on Claims > Medical Records > Out of Area Medical Record Requests.

Use the Medical Record Requests section to research **Outstanding Requests**, **Requests Completed By Provider** and **Requests Received by BCBSLA**.

**Medical Record Requests - Out of Area**  
Make selections below to complete research and handling of Medical Requests for out of area BCBS patients. Claims pending for medical records cannot complete processing until we receive the information requested.

1 Request Status

Outstanding Requests  
 Requests Completed by Provider  
 Requests Received by BCBSLA

2 Select Provider  
Choose one...

Search Records



Second requests will display in red under **Outstanding Requests** search results. A second request displays when records have been requested more than once with no response.

After selecting a request from the search results, the **Outstanding Request Details** screen displays. This screen shows a summary of the medical record request including the claim, patient and provider information.

**Outstanding Request Details** Mark as worked

**Record Information** SECOND REQUEST

Claim Number 12345678910	SCCF ID 67020191650264300	Document Number 123456789
Date BC Requested 07/31/2019	Date Completed by Provider ---	Date Received by BCBSLA ---

**Provider Information**

Provider Number 123456789123	PRPR_ID 1000123456789
Provider Name Hospital Clinic	

**Patient Information**

First Name Jane	Last Name Doe	Date of Birth 09/03/1982	Date of Service 05/07/2019	Member ID 10123456789123
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**Request for Medical Records**

Please advise if the above patient was seen in your office for the dates of service indicated. If so, please submit the medical records listed below.

This can be faxed to us at (225) 298-7529 and please include a copy of this letter with your fax. You may receive a remittance advice indicating the claim is being rejected awaiting receipt of medical records. If received, the remittance is not a duplicate request for these medical records. The records requested only need to be submitted once.

**Required Medical Records**

- Carrier Screening Reports
- Physician/Nursing/Office Notes
- Date Range: 05/01/2019 - 06/28/2019

**Responding to Requests**

Upload, mail or fax this form along with the requested information within 10 business days.

Click here to upload from the **Document Upload** page, then select the 'ITS Host Medical Records' from the department drop down.

Mailing Address: Blue Cross and Blue Shield of Louisiana  
ITS Medical Records  
PO Box 98029  
Baton Rouge, LA 70898-9960  
Telephone 1-800-392-4076  
Fax (225)-298-7529



The **Outstanding Request Details** screen displays second requests in red to the right of the Record Information.

After submitting requested medical records to Blue Cross and Blue Shield of Louisiana, click the **Mark as worked** button.

This moves the request to the **Completed by Provider** section. The request will no longer appear on the Outstanding Requests Details screen.

You have the option to submit medical records through iLinkBlue by clicking on **"Document Upload."** This accesses a tool that allows you to upload documents directly into iLinkBlue. Records may also be sent via fax or by mail.

**End** —