

PROVIDER TIDBITS



Louisiana

Medical Record Guidelines for BlueCard®

1. Always submit medical records directly to Blue Cross and Blue Shield of Louisiana when you receive a medical record request letter from us.
2. Wait until you receive a request for medical records from us before submitting medical records for any denial or notification for:
 - lack of information received
 - additional information needed
 - waiting on requested information

For these types of denials, providers should wait 10 business days to allow us time to send out a request for medical records. If no request is received after 10 business days, the provider should contact customer service to verify exactly what information is needed.

3. Promptly send medical records to us within 10 business days after receiving a request for medical records.
4. Always include the request for medical records letter that you received as the cover or first page of the records.

BlueCard Medical Records should **NOT** be submitted:

- unless you received a request for medical records from Blue Cross and Blue Shield of Louisiana
- with a copy of the originally-filed claim as an attachment
- with multiple records included in one fax transmission
- without the request for medical records letter attached
- via certified mail

Upon receipt of medical 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 no response is received after 30 days, please follow up with us by calling the Customer Care Center at 1-800-922-8866.

BlueCard Medical Record Requests on iLinkBlue

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

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Payments ▾
Authorizations ▾
Quality & Treatment ▾
Resources ▾

Welcome to iLinkBlue

Blue Cross Blue Shield of Louisiana is excited to deliver a new and innovative version of iLinkBlue. The site is under a higher level of security to ensure your information remains secure. The new design offers a user-friendly navigation by consolidating and streamlining the same functions used today. It represents our unending drive to help our providers succeed by empowering you with resources and information at your fingertips.

! **Medical Record Requests**

You have **40**
new Medical Record Requests that
require action.

Please visit [Out of Area Medical Record Requests](#) to view requests.

[More →](#)

This publication is provided by the Network Administration Division of Blue Cross and Blue Shield of Louisiana. If you have a question regarding this communication, please email provider.communications@bcbsla.com or call 1-800-922-8866. Please be sure to reference the Tidbit number listed at the top of this publication.

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BlueCard Medical Record Requests on iLinkBlue (cont.)

Use the Medical Record Requests section to research a provider's [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

In the [Outstanding Requests](#) search results, second requests will be in red. A second request is displayed when we have requested records more than once and have not received the requested information.

After selecting a request from the search results, the [Outstanding Request Details](#) screen will display. This screen shows a summary of the medical record request that includes claim, patient and provider information.

Outstanding Request Details Mark as worked

Record Information SECOND REQUEST

Claim Number 123456789	SOCF ID 123456789123456789	Document Number 123456789
Date BC Requested 04/18/2017	Date Completed by Provider 02/07/2017	Date Received by BCBSLA 03/06/2017

Provider Information

Provider Number
123456789

Provider Name
TEST REGIONAL HOSPITAL

Patient Information

First Name JOHN	Last Name DOE	Date of Birth 03/26/1904	Date of Service 11/30/1904	Member ID ABC123456789
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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

- REQUEST INFORMATION
- Description of request
- Date of Request: 11/11/11
- TEST notes of request.

Responding to Requests

Mail or fax this form along with the requested information within 10 business days to:

Blue Cross and Blue Shield of Louisiana
ITS Medical Records
PO Box 99029
Baton Rouge, LA 70898-9960

Telephone 1-800-392-4076
Fax (225) 298-7529

The [Outstanding Request Details](#) screen will also indicate second requests in red to the right of the Record Information.

After you have submitted the requested medical records to Blue Cross and Blue Shield of Louisiana, you may 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.