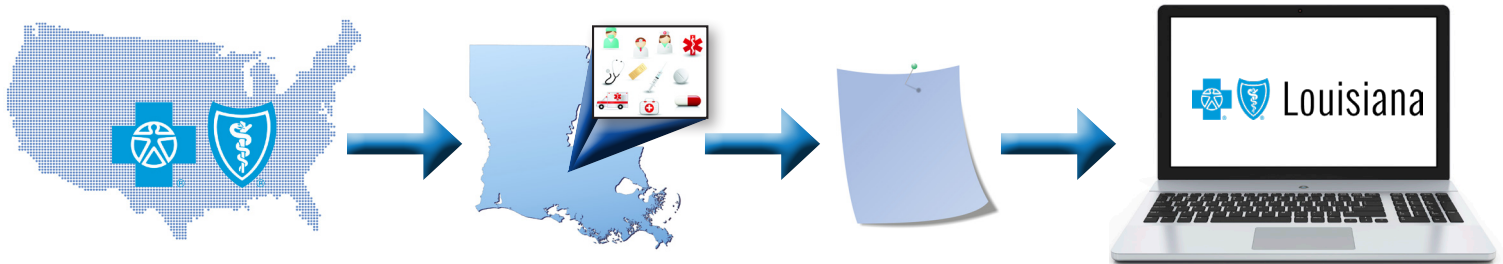




Refund Request Guidelines for BlueCard®

How does the BlueCard refund request process work?

A Blue member—who is insured through a Blue Plan other than Blue Cross and Blue Shield of Louisiana—sees a Louisiana provider for medical services.



The Louisiana provider files the claim directly to Blue Cross and Blue Shield of Louisiana for processing. It is processed through our BlueCard program to the member's Blue Plan. Once the claim is completed, we directly reimburse the Louisiana provider.

When an overpayment occurs on a BlueCard claim, Blue Cross and Blue Shield of Louisiana policy is:

- 1.** When the provider suspects an overpayment on a BlueCard claim, they may fill out and submit an Overpayment Notification Form notifying us of the overpayment after 10 business days of receipt of payment. The Overpayment Notification Form is available at www.bcbsla.com/providers >Resources >Forms.

Providers may also notify us of an overpayment via the action request (AR) system available through iLinkBlue (www.bcbsla.com/ilinkblue), under the "Claims" tab. Click "Claims Status Search," then the orange "AR" button to start a request. Using iLinkBlue is quick, easy and reduces the wait time for processing the overpayment notification.
- 2.** Upon discovery or notice of the overpayment, our BlueCard Department sends the provider an overpayment notification letter.
- 3.** The provider has 30 days to respond to an overpayment notification letter to either agree to or appeal the overpayment.
- 4.** Confirmed overpayments are then automatically deducted from the provider's Blue Cross and Blue Shield of Louisiana payment registers.

The "Do Not" List for BlueCard Refund Requests:

- 1.** Do NOT send refund checks to us or the member's Blue Plan. **Our BlueCard Department does not accept unsolicited refund checks.** They will be returned without being processed, thus delaying the refund process.
- 2.** Do NOT send a partial refund request. Blue Cross and Blue Shield of Louisiana does not process partial refund requests.

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