

**September 9, 2008**  
**Provider Bulletin**

### **Swipe Card System Error Message May Be Incorrect**

We want you to be aware of the possibility that when you use your swipe card system, you may receive an erroneous message indicating your patient is not an eligible BlueChoice HealthPlan member. The error occurs when the member's first name is longer than 12 characters and/or the last name is longer than 15 characters. **This information may be incorrect and it is possible the member is eligible on the date of service.**

#### **We're Working on a Solution**

We are working to resolve the issue as quickly as possible. We are fixing our program that reads the eligibility file and communicates with your swipe card system. We will notify you when the correction has been made.

#### **Alternative Method of Checking Eligibility**

We apologize for the inconvenience this causes you. Until we get our system fixed, please check member eligibility by calling our Customer Care Center at **1-866-757-8286** on the date of service **before** you provide services to the member.

You also may call this number if you have other questions regarding BlueChoice HealthPlan coverages and services.

Thank you for providing quality health care services to our BlueChoice HealthPlan members.