

**Provider Bulletin**  
**September 29, 2009**

## **Paper and Electronic Claims Submission Process and Address Reminder**

BlueChoice HealthPlan Medicaid has received a high volume of claims submitted to the commercial address. This causes delays in payment to providers for Medicaid services.

Please refer to the guidelines below when filing claims for members of BlueChoice HealthPlan Medicaid:

- The most efficient method of claims submission is electronically. If you have the capability to submit electronically, we are encouraging practices to contact their claims filing vendors in order to set up electronic claims submission. When submitting claims electronically for BlueChoice HealthPlan Medicaid, the payer code is 00403. This will route claims directly to BlueChoice HealthPlan Medicaid for processing. Also include the prefix ZCD in front of the member's ID number.
- If electronic submission is not an option for you at this time, please verify that you use the correct claims submission address for hardcopy paper claims:

**Attn: Medicaid Claims**  
**BlueChoice HealthPlan of South Carolina**  
**PO Box 100124**  
**Columbia, SC 29202-3124**

If you have filed your BlueChoice HealthPlan Medicaid incorrectly, you may have received one or all of the following errors:

- 251 - Subscriber ID not on file as entered
- EAA - Subscriber ID not on file as entered

In order to resolve the issue, you need to make sure you file the claims with the following information:

Professional	2010BB   NM109	00403
Institutional	2010BC   NM109	00403

ISA08	BCBSCAID
GS03	BCBSCAIDSC

If you have claims filing questions, please contact your claims filing **vendor** first. Though you are paying for an electronic service, the vendor may be filing paper claims and mailing these to us for adjudication, delaying your payment.

If you have questions, please contact the Customer Care Center at **1-866-757-8286**, visit our website at **[www.BlueChoiceSCMedicaid.com](http://www.BlueChoiceSCMedicaid.com)** or e-mail us at **[BlueChoiceSCEDI@wellpoint.com](mailto:BlueChoiceSCEDI@wellpoint.com)**.