

Using Blue Shield of California's Claims-Routing Tool

When you send claims, it's crucial that you understand where the claims should go. You will only find yourself frustrated if you get denials because you've selected the incorrect insurance company name when registering a patient or updating their information.

If you have a pediatric practice in California, you can use Blue Shield of California's online claims-routing tool to help with this process. This user-friendly platform will help you easily determine the correct insurance name, such as Anthem or Blue Cross Cali.

To take advantage of this offering, go to the Blue Shield of California website and click on the [claims-routing tool](#) in the blue navigation bar. In the appropriate field, simply enter the three-character prefix from the patient's member ID number and the date of service. The date can be up to 36 months before and 31 days after the current date. The claims-routing tool will then provide the name of the payer where you should send the medical claim.

In addition, it's important to note that if your office participates with an independent physician association (IPA), you should have a current copy of the insurance card to determine if an IPA is listed. If there is not an IPA mentioned on the card, it's acceptable to continue using the claims-routing tool through Blue Shield of California.

As with most insurance companies across the United States, Blue Shield of California suggests all claims be submitted electronically. At OP RCM, we certainly try to submit all claims electronically because this process keeps administrative costs down and improves cash flow for your practice.

However, Blue Shield recognizes that sometimes paper claims are necessary. If that's the case for your California practice, the claims-routing tool also provides the correct mailing address for each patient's claim.

Because claims' mailing addresses vary for different Blue Plan members, using the claims-routing tool is the most accurate way to determine the correct mailing address. And making sure claims get to the right place is beneficial to you and your practice's bottom line.