

SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

SEPTEMBER 1, 2022

PROVIDERS OUTSIDE OF PENNSYLVANIA – FILE CLAIMS THROUGH BLUECARD FOR PERFORMANCE BLUE PRODUCTS

Performance Flex Blue (PFB) and Performance Blue (PB) are Highmark products available only in Pennsylvania. PFB is a two-tiered, in-network (Enhanced/Standard) product and PB is a one-tiered, in-network product. Both offer a variety of plans, including:

- PPO (Preferred Provider Organization)
- EPO (Exclusive Provider Organization)
- QHDHP (Qualified High Deductible Health Plans)

The PFB and PB networks consist of Pennsylvania providers only. Out-of-area providers that participate with Highmark will be reimbursed at the highest level of benefits — enhanced level for PFB and in-network for PB — when claims are filed through **BlueCard**. At the time of service, the enhanced level copayment for PFB members should be requested.

HOW TO SUBMIT BLUECARD CLAIMS

Providers should bill claims for out-of-area members the same way they bill claims for their local Blue Cross and/or Blue Shield Plan members. When submitting the claim:

- The member ID numbers should be reported exactly as shown on the ID card. Do not add, omit, or alter any characters from the member ID number.
- Indicate on the claim any payment you collected from the patient.
- Only submit medical records if requested.

For more information about the BlueCard Program, visit the **Provider Resource Center > INTER-PLAN PROGRAMS > BlueCard Information Center**.



This information is issued on behalf of Highmark Blue Shield and its affiliated Blue companies, which are independent licensees of the Blue Cross Blue Shield Association. Highmark Inc. d/b/a Highmark Blue Shield and certain of its affiliated Blue companies serve Blue Shield members in 21 counties in central Pennsylvania and 13 counties in northeastern New York. As a partner in joint operating agreements, Highmark Blue Shield also provides services in conjunction with a separate health plan in southeastern Pennsylvania. Highmark Inc. or certain of its affiliated Blue companies also serve Blue Cross Blue Shield members in 29 counties in western Pennsylvania, 13 counties in northeastern Pennsylvania, the state of West Virginia plus Washington County, Ohio, the state of Delaware and 8 counties in western New York. All references to Highmark in this document are references to Highmark Inc. d/b/a Highmark Blue Shield and/or to one or more of its affiliated Blue companies.