

# BLUECARD®

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BlueCard® is a national Blue Cross Blue Shield Association program that enables members of one Blue Cross and/or Blue Shield Plan (“Blue Plan”) to obtain health care service benefits while traveling or living in another Blue Plan’s service area. The program links participating health care providers with the independent Blue Cross Blue Shield Plans across the country and in more than 200 countries and territories worldwide through a single electronic network for claims processing and reimbursement.

The BlueCard program lets you conveniently submit claims for patients from other Blue Plans, including international Blue Plans, directly to Highmark. Highmark will be your one point of contact for all of your claims-related questions -- claim submission, payment, adjustments, and issue resolution.

## WHERE TO FIND THIS INFORMATION ON THE PROVIDER RESOURCE CENTER

To learn more about the BlueCard Program and servicing out-of-area Blue Plan members, please see the following:

- The *Highmark Provider Manual's* [Chapter 2.6: The BlueCard Program](#) explains what the BlueCard Program is and how it works. You'll also find help for claim submission, medical record requests, and much more.
- The **INTER-PLAN PROGRAMS** option in the Provider Resource Center's left navigation menu provides access to additional information that will be helpful in treating out-of-area Blue Plan patients, including:
  - Access to medical policy and precertification/pre-authorization information for out-of-area members.
  - The BlueCard Information Center, which contains Frequently Asked Questions, the BlueCard Hospital and Doctor Finder, and more.
  - Information about Blue Distinction®, the Blue Cross and Blue Shield national doctor and hospital recognition program.