



**PROVIDER BULLETIN**  
#04-2014

**TO:** Participating hospitals and ambulatory surgical centers

**FROM:** Linda Paterson  
Senior Director, Provider Network Services

**DATE:** February 3, 2014

**SUBJECT:** Resources to assist you in doing business with IBC

At Independence Blue Cross (IBC) we value your expertise, care, and commitment to the health of our members. This is a busy time for our industry and we are experiencing a significant increase in call volumes due to new business processes, benefit changes, and thousands of new members, including some who are new to health insurance. We apologize for any inconvenience you may have experienced. As issues are brought to our attention, we are dedicated to quickly identifying and resolving them, and we will continue to work diligently to make sure that you have a successful business transaction experience with IBC. We have also provided additional information to our members at [ibxinsights.com](http://ibxinsights.com) on how to access their benefits information, confirm coverage, print a temporary ID card, pay a bill, and/or view claims.

IBC is also in the process of transitioning our membership to a new operating platform – a process that began in November 2013. Please continue to visit our dedicated Business Transformation site, [www.ibx.com/pnc/businesstransformation](http://www.ibx.com/pnc/businesstransformation), regularly to stay informed during this transition. We encourage you to also check the NaviNet® web portal daily for important alerts and updates.

Below is an outline of important information to assist you in doing business with IBC.

**Member ID cards**

- **It is imperative that you obtain a copy of the member’s current ID card at every visit to ensure that you submit the most up-to-date information to IBC.**
- For members who have been migrated to the new claims processing platform, IBC will assign a new 12-digit member ID number, called a “unique member ID” (UMI). The subscriber and all members covered under the subscriber’s policy will share the same ID number. In addition, some members will also be assigned a new alpha prefix. Please refer to the payer ID grids at [www.ibx.com/edi](http://www.ibx.com/edi) to ensure successful claims submission.

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**We encourage you to share this information with appropriate members of your staff.**

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- **Reminder:** The current 3-character alpha prefix, along with the coinciding numeric values, must be used when billing for services rendered. This applies for all local and out-of-area members.
- Please be advised that certain individual members who purchased a new IBC product for 2014 were issued an ID card with an incorrect alpha prefix; therefore, the ID card will differ from what displays on the Eligibility and Benefits Details Screen on NaviNet. When submitting claims for these members, please use the alpha prefix and coinciding numeric values that display on NaviNet.

## Contacting IBC

Here are some additional ways to get information from IBC so that we may work together to resolve any issues you may be experiencing.

- **NaviNet.** To the extent you are able to perform these transactions, NaviNet should be your primary source for eligibility, claims status inquiries, and authorization submissions. As a reminder, once a member is migrated to the new platform, you will no longer be able to use the Provider Automated System for that member. This includes all additional functionality, such as eligibility and claims status. You need to use NaviNet to obtain this information.
- **Customer Service.** When calling 1-800-ASK- BLUE (1-800-275-2583), please be sure to follow the voice prompts – do not wait for a representative to answer your call and then transfer you. Select from one of the following provider prompts:
  - Prompt 1 is for Eligibility
  - Prompt 2 is for Claim Status
  - Prompt 3 is for Authorizations (Health Resource Center/Patient Care Management)

To help mitigate the increase in call volume, we have also extended the hours of our Customer Service Center. Through the month of February, Customer Service will be available until 8 p.m. on weekdays, as well as on Saturdays from 9 a.m. to 2 p.m., EST.

- **Website.** Visit [www.ibx.com/providers](http://www.ibx.com/providers) to find valuable information in order to conduct business with us. Please take time to navigate through our Provider News Center and familiarize yourself with all of the resources, guides, and information available. Specifically, the Business Transformation page of our Provider News Center includes the announcement we sent to our entire network in May 2013 conveying the changes that began toward the end of 2013, as well as a communication archive and frequently asked questions.

Should you continue to have issues that you feel can't be resolved using the information we have provided here, please contact your Network Coordinator.

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