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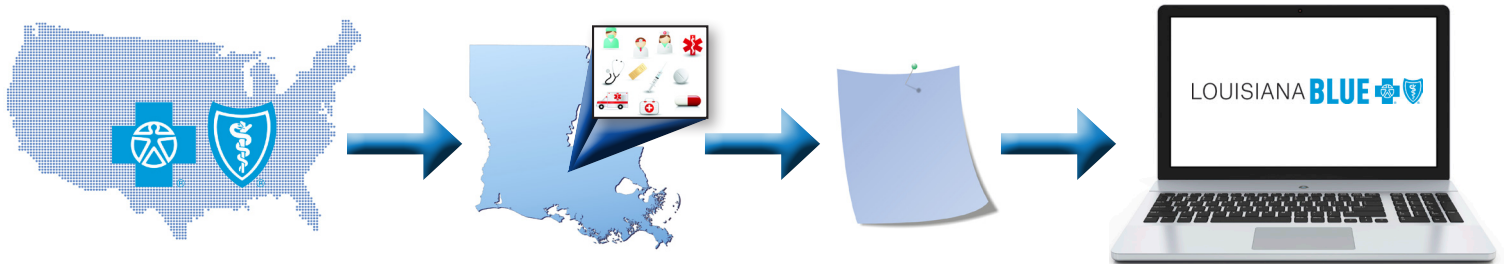
a guide to understanding our processes



Refund Request Guidelines for BlueCard®

How does the BlueCard refund request process work?

A Blue member—who is insured through a Blue Plan other than Blue Cross and Blue Shield of Louisiana—sees a Louisiana provider for medical services.



The Louisiana provider files the claim directly to Louisiana Blue for processing. It is processed through our BlueCard program to the member's Blue Plan. Once the claim is completed, we directly reimburse the Louisiana provider.

When an overpayment occurs on a BlueCard claim, Louisiana Blue policy is:

1. When an overpayment on a claim for an out-of-state member may have been made, providers must fill out and submit an Overpayment Notification Form for review to ensure that an overpayment did occur. A printable version of the Overpayment Notification Form is located in the Forms section of our Provider page (www.lablue.com/providers >Resources >Forms). Complete the form and fax or mail to Louisiana Blue.

If it is found that an overpayment did occur, you will not receive further notification from us, and your payment register will reflect the change. If an overpayment did not occur, you will receive notification explaining that no change is necessary.
2. Upon discovery or notice of the overpayment, our BlueCard Department sends the provider an overpayment notification letter.
3. The provider has 30 days to respond to an overpayment notification letter to either agree to or appeal the overpayment.
4. Confirmed overpayments are then automatically deducted from the provider's Louisiana Blue payment registers.

The "Do Not" List for BlueCard Refund Requests:

1. Do NOT send refund checks to us or the member's Blue Plan. **Our BlueCard Department does not accept unsolicited refund checks.** They will be returned without being processed, thus delaying the refund process.
2. Do NOT send a partial refund request. Louisiana Blue does not process partial refund requests.

TB00022019

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