APPENDIX II: FORMS

of the Member Provider Policy & Procedure Manual

Claim Forms

1500 Claim Form and Explanation — Page II-2
UB-04 Claim Form and Explanation — Page II-8
iLinkBlue 1500 Claim Electronic Entry — Page II-15

Change Forms

Provider Update Request Forms — Page II-16

Review Forms

Provider Dispute Form — Page II-16
Overpayment Notification Form — Page II-18

Other Forms

Authorization Form — Page II-20
Retrospective Review Authorization Form — Page II-22
EFT Enrollment Form and Guide — Page II-24

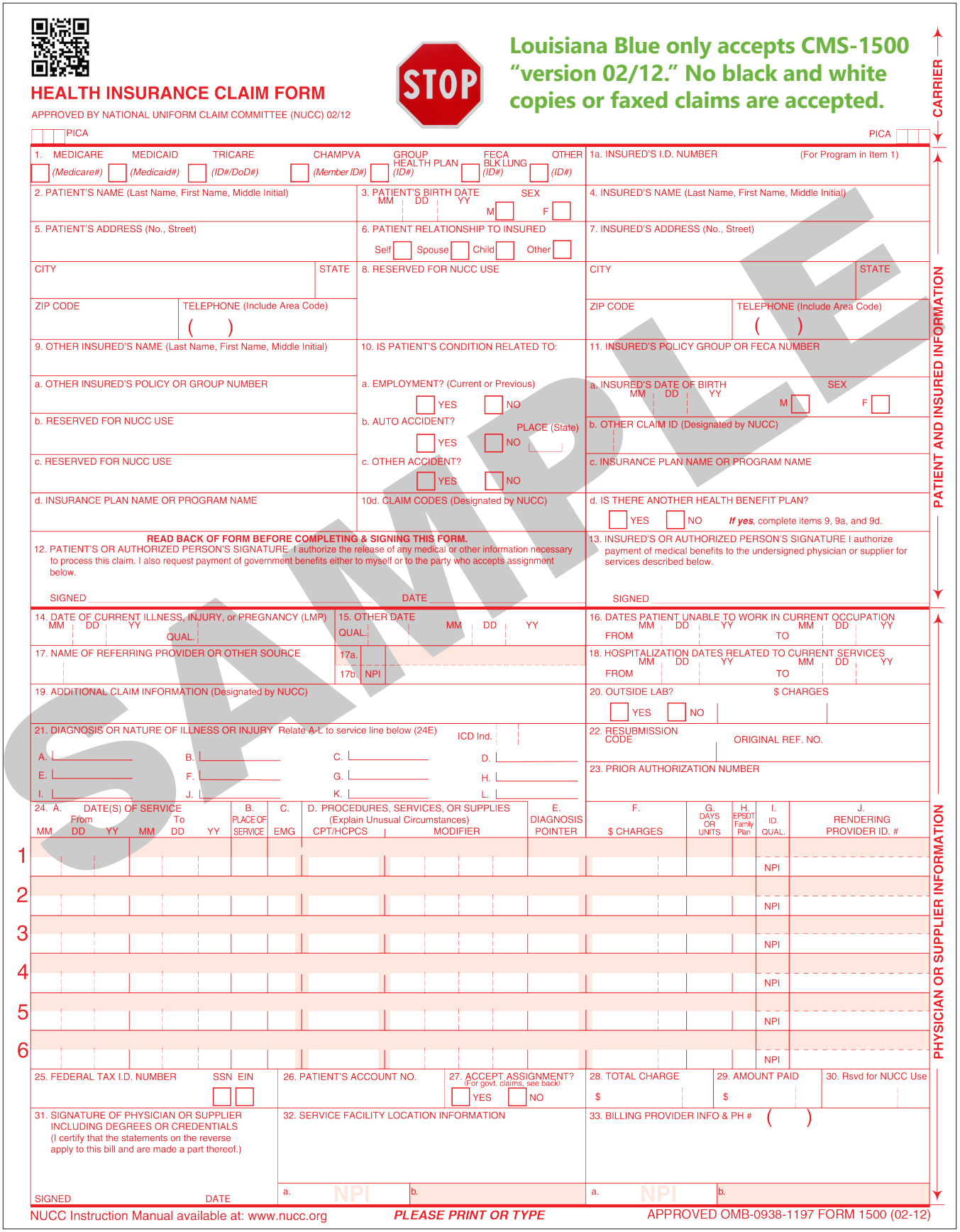
Forms are available online at www.lablue.com/providers >Resources >Forms

This is an appendix of the Blue Cross and Blue Shield of Louisiana *Member Provider Policy & Procedure Manual*, and is for informational purposes only. For complete *Member Provider Policy & Procedure Manual* information, please refer to the other sections of this manual. Contact information for all manual sections is available in the Manual Reference Section.

For member eligibility, benefits or claims status information, we encourage you to use iLinkBlue (www.lablue.com/ilinkblue), our online self-service provider tool. Additional provider resources are available on our Provider page at www.lablue.com/providers.

This manual is provided for informational purposes only and is an extension of your Member Provider Agreement. You should always directly verify member benefits prior to performing services. Every effort has been made to print accurate, current information. Errors or omissions, if any, are inadvertent. The Member Contract/Certificate contains information on benefits, limitations and exclusions, and managed care benefit requirements. It also may limit the number of days, visits or dollar amounts to be reimbursed.

As stated in your agreement: This manual is intended to set forth in detail our policies. Louisiana Blue retains the right to add to, delete from and otherwise modify the *Member Provider Policy & Procedure Manual* as needed. This manual and other information and materials provided are proprietary and confidential and may constitute trade secrets.



HEALTH INSURANCE CLAIM FORM

APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12

STOP

Louisiana Blue only accepts CMS-1500 "version 02/12." No black and white copies or faxed claims are accepted.

CARRIER

PICA

1. MEDICARE (Medicare#) MEDICAID (Medicaid#) TRICARE (ID#/DoD#) CHAMPVA (Member ID#) GROUP HEALTH PLAN (ID#) FECA BLK LUNG (ID#) OTHER (ID#)

1a. INSURED'S I.D. NUMBER (For Program in Item 1)

2. PATIENT'S NAME (Last Name, First Name, Middle Initial)

3. PATIENT'S BIRTH DATE MM DD YY SEX M F

4. INSURED'S NAME (Last Name, First Name, Middle Initial)

5. PATIENT'S ADDRESS (No., Street)

6. PATIENT RELATIONSHIP TO INSURED Self Spouse Child Other

7. INSURED'S ADDRESS (No., Street)

CITY STATE

8. RESERVED FOR NUCC USE

CITY STATE

ZIP CODE TELEPHONE (Include Area Code) ( )

ZIP CODE TELEPHONE (Include Area Code) ( )

9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)

10. IS PATIENT'S CONDITION RELATED TO:

11. INSURED'S POLICY GROUP OR FECA NUMBER

a. OTHER INSURED'S POLICY OR GROUP NUMBER

a. EMPLOYMENT? (Current or Previous) YES NO

a. INSURED'S DATE OF BIRTH MM DD YY SEX M F

b. RESERVED FOR NUCC USE

b. AUTO ACCIDENT? PLACE (State) YES NO

b. OTHER CLAIM ID (Designated by NUCC)

c. RESERVED FOR NUCC USE

c. OTHER ACCIDENT? YES NO

c. INSURANCE PLAN NAME OR PROGRAM NAME

d. INSURANCE PLAN NAME OR PROGRAM NAME

10d. CLAIM CODES (Designated by NUCC)

d. IS THERE ANOTHER HEALTH BENEFIT PLAN? YES NO *If yes*, complete items 9, 9a, and 9d.

PATIENT AND INSURED INFORMATION

READ BACK OF FORM BEFORE COMPLETING & SIGNING THIS FORM.

12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below.

SIGNED DATE

13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE I authorize payment of medical benefits to the undersigned physician or supplier for services described below.

SIGNED

14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP) MM DD YY QUAL.

15. OTHER DATE QUAL. MM DD YY

16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY FROM TO MM DD YY

17. NAME OF REFERRING PROVIDER OR OTHER SOURCE

17a.

17b. NPI

18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES MM DD YY FROM TO MM DD YY

19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)

20. OUTSIDE LAB? YES NO $ CHARGES

21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate A-L to service line below (24E) ICD Ind.

A. B. C. D.

E. F. G. H.

I. J. K. L.

22. RESUBMISSION CODE ORIGINAL REF. NO.

23. PRIOR AUTHORIZATION NUMBER

PHYSICIAN OR SUPPLIER INFORMATION

24. A. DATE(S) OF SERVICE From MM DD YY	To MM DD YY	B. PLACE OF SERVICE	C. EMG	D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS	MODIFIER	E. DIAGNOSIS POINTER	F. $ CHARGES	G. DAYS OR UNITS	H. EPSDT Family Plan	I. ID. QUAL.	J. RENDERING PROVIDER ID. #
1										NPI	
2										NPI	
3										NPI	
4										NPI	
5										NPI	
6										NPI	

25. FEDERAL TAX I.D. NUMBER SSN EIN

26. PATIENT'S ACCOUNT NO.

27. ACCEPT ASSIGNMENT? (For govt. claims, see back) YES NO

28. TOTAL CHARGE $

29. AMOUNT PAID $

30. Rsvd for NUCC Use

31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.)

SIGNED DATE

32. SERVICE FACILITY LOCATION INFORMATION

a. NPI b.

33. BILLING PROVIDER INFO & PH # ( )

a. NPI b.

NUCC Instruction Manual available at: www.nucc.org

PLEASE PRINT OR TYPE

APPROVED OMB-0938-1197 FORM 1500 (02-12)

SAMPLE

HEALTH INSURANCE CLAIM FORM (CMS-1500 VERSION 02-12) EXPLANATION

Block 1 Type(s) of Health Insurance - Indicate coverage applicable to this claim by checking the appropriate block(s).

Block 1A Insured's I.D. Number - Enter the member's Louisiana Blue identification number, including prefix, exactly as it appears on the identification card.

Block 2 Patient's Name - Enter the full name of the individual treated.

Block 3 Patient's Birth Date - Indicate the month, day and year. Sex - Place an X in the appropriate block.

Block 4 Insured's Name - Enter the name from the identification card except when the insured and the patient is the same; then the word "same" may be entered.

Block 5 Patient's Address - Enter the patient's complete, current mailing address and phone number.

Block 6 Patient's Relationship to Insured - Place an X in the appropriate block. Self - Patient is the member. Spouse - Patient is the member's spouse. Child - Patient is either a child under age 19 or a full-time student who is unmarried and under age 25 (includes stepchildren). Other - Patient is the member's grandchild, adult-sponsored dependent or of relationship not covered previously.

Block 7 Insured's Address - Enter the complete address; street, city, state and ZIP code of the policyholder. If the patient's address and the insured's address are the same, enter "same" in this field.

Block 8 Reserved for NUCC USE - This section is reserved for National Uniform Claim Committee (NUCC) use.

Block 9 Other Insured's Name - If the patient has other health insurance, enter the name of the policyholder, name and address of the insurance company and policy number (if known).

Block 10 Is patient's condition related to: a. Employment (current or previous)?; b. Auto Accident?; c. Other Accident?. Check appropriate block if applicable.

Block 10D When applicable, use this field to report appropriate claim codes. Applicable claim codes are designated by the NUCC. Please refer to the most current instructions from the public or private payer regarding the need to report claim codes. When required by payers to provide the subset of Condition Codes approved by the NUCC, enter the Condition Code in this field. The Condition Codes approved for use on the CMS-1500 claim form are available at www.nucc.org under Code Sets. When reporting more than one code, enter three blank spaces and then the next code.

Block 11 Not required.

Block 11D When appropriate, enter an X in the correct box. If marked "YES," complete 9, 9A and 9D. Only mark one box.

Block 12 Patient's or Authorized Person's Signature - Appropriate signature in this section authorizes the release of any medical or other information necessary to process the claim. Signature or "Signature on File" and date required. "Signature on File" indicates that the signature of the patient is contained in the provider's records.

Block 13 Insured's or Authorized Person's Signature - Payment for covered services is made directly to participating providers. However, you have the option of collecting for office services from members who do not have a copayment benefit and having the payments sent to the patients. To receive payment for office services when the copayment benefit is not applicable, Block 13 must be completed. Acceptable language is:

a. Signature in block
b. Signature on file
c. On file
d. Benefits assigned
e. Assigned
f. Pay provider

Note: *Assignment language in other areas of the CMS-1500 claim form or on any attachment is not recognized. If this block is left blank, payment for office services will be sent to the patient. Completion of this block is not necessary for other places of treatment.*

Block 14 Enter the 6-digit (MM/DD/YY) or 8-digit (MM/DD/YYYY) date of the present illness, injury or pregnancy. For pregnancy, use the date of the last menstrual period (LMP) as the first date. Enter the applicable qualifier to identify which date is being reported.

Block 15 Enter another date related to the patient's condition or treatment. Enter the date in the date in the 6-digit (MM/DD/YY) or 8-digit (MM/DD/YYYY) format. Enter the applicable qualifier to identify which date is being reported.

Block 16 Dates Patient Unable to Work in Current Occupation - Enter dates, if applicable.

Block 17 Enter the name (First Name, Middle Initial, Last Name) followed by the credentials of the professional who referred or ordered the service(s) or supply(ies) on the claim. If multiple providers are involved, enter one provider using the following priority order:

1. Referring Provider **– Required**
2. Ordering Provider **– Required**
3. Supervising Provider

Do not use periods or commas. A hyphen can be used for hyphenated names. Enter the applicable qualifier to identify which provider is being reported to the left of the vertical, dotted line.

Block 17A Other ID #. The non-NPI ID number of the referring physician, when listed in Block 17.

Block 17B **NPI – Required**. Enter the national provider identifier (NPI) for the referring physician, when listed in Block 17.

Block 18 For Services Related to Hospitalization - Enter dates of admission to and discharge from hospital.

Block 21 **Diagnosis or Nature of Illness or Injury -** Enter the applicable International Classification of Diseases (ICD) indicator to identify which version of ICD codes is being reported: "0" for ICD-10-CM codes. Note: All transactions, electronic or paper based, for services on and after Oct. 1, 2015, must contain ICD-10 codes or they will be rejected. Louisiana Blue will not accept ICD-9 codes for dates of services on or after Oct. 1, 2015. Enter the indicator between the vertical, dotted lines in the upper right-hand portion of the field. Enter the codes to identify the patient's diagnosis and/or condition. Use the most specific diagnosis codes when reporting codes. List no more than 12 ICD-10-CM diagnosis codes. Relate lines A-L to the lines of service in 24E by the letter of the line. Use the highest level of specificity. Do not provide narrative description in this field.

Block 23 Prior Authorization Number - Enter the authorization number obtained from Louisiana Blue/HMO Louisiana, if applicable.

Block 24A Date(s) of Service - Enter the "from" and "to" date(s) for service(s) rendered.

Block 24B Place of Service - Enter the appropriate place of service code. Common place of service codes are:
Inpatient - 21 Outpatient - 22 Office - 11

Block 24C EMG - Enter the Type of Service code that represents the services rendered.

Block 24D Procedures, Services, or Supplies - Enter the appropriate CPT or HCPCS code. Please ensure your office is using the most current CPT and HCPCS codes and that you update your codes annually. Append modifiers to the CPT and HCPCS codes, when appropriate.

Block 24E Diagnosis Pointer - Enter the diagnosis code reference letter (pointer) as shown in Block 21 to relate the date of service and procedures performed to the primary diagnosis. When multiple services are performed, the primary reference letter for each service should be listed first, other applicable services should follow. The reference letter(s) should be A-L or multiple letters as applicable. ICD-9-CM or ICD-10-CM diagnosis codes must be entered in Block 21 only. Do not enter them in 24E.

Block 24F Charges - Enter the total charge for each service rendered. You should bill your usual charge to Louisiana Blue regardless of our allowable charges.

Block 24G Days or Units - Indicate the number of times the procedure was performed, unless the code description accounts for multiple units, or the number of visits the line item charge represents. Base units value should never be entered in the "units" field of the claim form.

Block 24J Rendering Provider ID # - Enter the NPI for the rendering physician for each procedure code listed when billing for multiple physicians' services on the same claim. Laboratory, Durable Medical Equipment, Emergency Room Physicians, Diagnostic Radiology Center, Laboratory and Diagnostic Services, Retail Health Clinic and Urgent Care Center providers do not have to enter a physician NPI in this block. Please enter the facility NPI in blocks 32A and 33A as instructed.

Block 25 Federal Tax I.D. Number - Enter the provider's/clinic's federal tax identification number to which payment should be reported to the Internal Revenue Service.

Block 26 Patient's Account Number - Enter the patient account number in this field. As many as nine characters may be entered to identify records used by the provider. The patient account number will appear on the Provider Payment Register/Remittance Advice only if it is indicated on the claim form.

Block 27 Accept Assignment - Not applicable - Used for government claims only.

Block 28 Total Charge - Total of all charges in Item F.

Block 29 Amount Paid - Not required.

Block 30 Not required.

Block 31 Signature of Provider - Provider's signature required, including degrees and credentials. Rubber stamp is acceptable.

Block 32 Name and Address of Facility - Required, if services were provided at a facility other than the physician's office.

Block 32A NPI - Enter the NPI for the facility listed in Block 32.

Block 32B Other ID - The non-NPI number of the facility refers to the payer-assigned unique identifier of the facility.

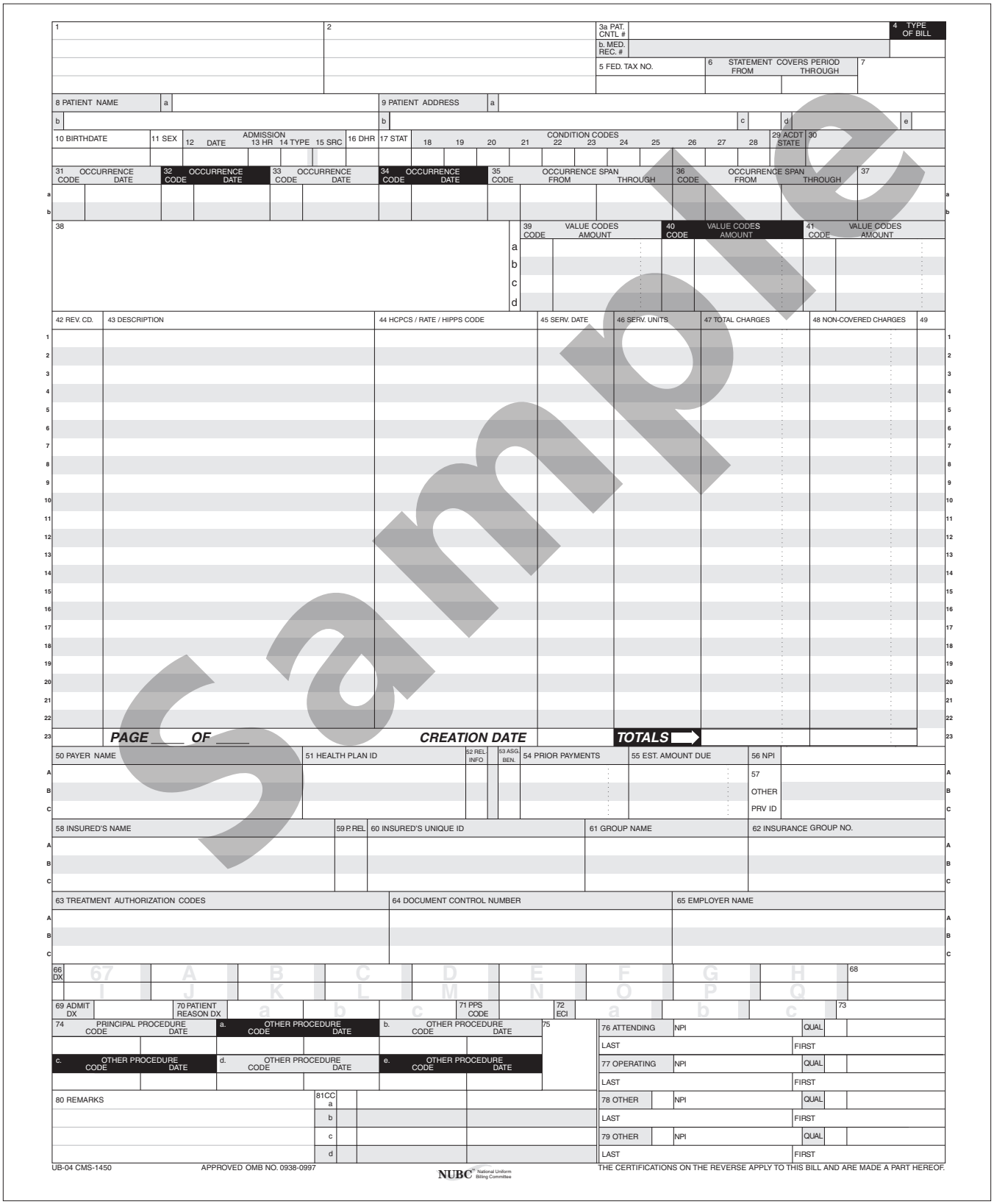
Block 33 Billing Provider Info & Ph # - Enter complete name, address and telephone number for the billing provider.

Block 33A NPI - Enter the NPI for the billing provider listed in Block 33.

Block 33B Other ID # - The non-NPI number of the billing provider refers to the payer-assigned unique identifier of the professional.

Example
UB-04 CLAIM FORM

The following sample UB-04 claim form and instructions are given for those providers who should file claims using a UB-04 claim form, specifically acute care facilities, dialysis and home health providers.



Sample

UB-04 CLAIM FORM EXPLANATION

Block 1 Enter billing provider name and address.

Block 2 Enter pay-to provider name and address, if different than Block 1.

Block 3A Patient Control Number: Enter the number or code that is used by your facility to retrieve or post financial records.

Block 3B Medical Record Number: Enter the number or code that is used by your facility to retrieve or post medical/health records

Block 4 Type of Bill: This is a three-position code that indicates the type of facility, the bill classification and the frequency.

Block 5 Fed. Tax ID: Enter the tax identification number of the facility.

Block 6 Statement Covers Period: Enter the first date associated with this claim in the "From" box and enter the final date of the claim in the "Through" box.

Block 8A-8B Patient Name: Enter the patient's name with last name first, then first name and middle initial, if any. Do not use titles or nicknames.

Block 9A-9E Address: Patient address must be completed.

Block 10 Birthdate: Enter the patient's actual date of birth in MM-DD-YYYY format.

Block 11 Sex: An "M" for male or an "F" for female must be present.

Block 12 Admission Date: This field is required for Louisiana Blue inpatient claims and not required for outpatient claims. Note: Inpatient and outpatient claims for BlueCard® (insured through an out-of-area Blue Plan) or FEP members may require the admission date when submitted to Louisiana Blue for processing.

Block 13 HR: This field is required for Louisiana Blue inpatient claims and not required for outpatient claims. Note: Inpatient and outpatient claims for BlueCard or FEP members may require the HR when submitted to Louisiana Blue for processing.

Block 14 Type: This field is required for Louisiana Blue inpatient claims and not required for outpatient claims. Note: Inpatient and outpatient claims for BlueCard or FEP members may require the type when submitted to Louisiana Blue for processing.

Block 15 SRC: This field is required for Louisiana Blue inpatient claims and not required for outpatient claims. Note: Inpatient and outpatient claims for BlueCard or FEP members may require the SRC when submitted to Louisiana Blue for processing.

Block 16 DHR: Discharge hour field is required on all final inpatient claims except for 021x. This includes claims with a Frequency Code of 1 (Admit through Discharge), 4 (Interim-Last Claim) and 7 (Replacement of Prior Claim) when the replacement is for a prior final claim.

Block 17 STAT: Enter the applicable discharge status code. This field is not required for Louisiana Blue outpatient claims, but can be present. Note: Inpatient and outpatient claims for BlueCard or FEP members may require a discharge status code when submitted to Louisiana Blue for processing.

Blocks 18-28 Condition Codes: The condition code(s) is a two-position code that identifies conditions, if any, relating to this bill that may affect payer processing.

Block 29 Two-digit state abbreviation where the accident occurred.

Block 30 Reserved for assignment by the National Uniform Billing Committee (NUBC).

Blocks 31-34 Occurrence Codes and Occurrence Dates: The occurrence code is a two-position code used to determine liability, coordination of benefits and to administer subrogation clauses in the member contract/certificate. The occurrence date is the date that corresponds with the preceding occurrence code. The date must be in MM-DD-YYYY format and is required if occurrence codes are used.

Block 35-36 Occurrence Span Codes and Dates: These fields are used when the patient was seen as an outpatient for follow-up treatment. In the "From" field, enter the first date the patient was treated for this condition. In the "Through" field, enter the last date the patient was treated for this condition. This field is not required for inpatient claims.

Block 37 Reserved for assignment by the NUBC.

Block 38 The name and address of the party responsible for the bill.

Blocks 39-41 Value Code/Amount: Value code(s) identify data necessary for processing claims. The value amount is the dollar amount or number associated with the corresponding value code. A value amount must be present for each value code. If the amount does not represent a dollar amount, two zeros should be entered following the number. Example: If the patient received three units of blood, enter 300.

Block 42 Rev CD: The revenue code is the code that best identifies a particular accommodation/ancillary service that was rendered to the patient. Revenue codes can be duplicated only if the rates differ.

Block 43 Description: The provider reports the NDC code. The provider enters a narrative description or standard abbreviation for each revenue code shown. This field is not required but may be present.

Block 44 HCPCS/Rates: The rate is the actual charge for the services rendered. If rates are different, duplicate the revenue code to show the different rates. Revenue codes can only be duplicated when the rates are different. Rate multiplied by units must equal charges.

Block 45 Serv. Date: Date of service for HCPCS code listed. If there are multiple dates of service for the same HCPCS code, each date must be listed on a separate line.

Block 46 Service Units: Service units are the number of times a service was rendered per date of service.

Blocks 42-47 Line 23: The PAGE__ of __, CREATION DATE and total charges TOTALS should be reported on all pages of the UB-04.

Block 47 Total Charge: Enter the amount charged for each of the revenue codes given. If rates and units are present, multiply these to get the total charges except when rates are zeros.

Block 49 Reserved for assignment by the NUBC.

Block 50 Payer Name: This field is required only on lines 50 B and 50 C when indicating other payer information.

Block 52 REL INFO: The release information field must be "Y" if you are filing electronically. This indicates that you have signed written authority to release medical or billing information for purposes of claiming insurance benefits. If "N," you must file hardcopy.

Block 53 ASG BEN: Enter one of the following codes to indicate who will receive payment for the claim:

Y Assignment/payment to provider
N Assignment/payment to member

Louisiana Blue pays all participating providers directly unless assignment indicates to pay the member.

Block 56 NPI: Enter the appropriate national provider identifier (NPI) number in this field.

Block 57 Other Prv ID: Enter your Louisiana Blue assigned five-digit or ten-digit provider number in this field.

Block 58 Insured's Name: If the patient is not the insured, enter the member's name exactly as it appears on the Louisiana Blue identification card.

Block 59 P REL: If the patient and insured are the same, this field is not required. If the patient is not the insured, enter one of the following codes that identifies the patient's relationship to the contract holder:

01	Spouse	18	Self
19	Child	20	Employee
21	Unknown	39	Organ donor
40	Cadaver donor	53	Life Partner
G8	Other relationship		

Block 60 Insured's Unique ID: Enter the member's identification number exactly as it appears on the ID card.

Block 61 Group Name: This field is required if known.

Block 62 Insurance Group No.: Enter the group number as it appears on the member's ID card.

Block 63 Treatment Authorization Codes: Enter the Louisiana Blue authorization number, when available.

Block 65 Employer Name: Enter the patient's employer in this field. If patient is a housewife, retired, unemployed or a student in college, enter this. Do not enter the member's employer, unless the patient is the employer.

Block 66 ICD Version Indicator: Qualifier Code "9" required on claims representing services through September 30, 2015. Qualifier Code "0" required on claims representing services on October 1, 2015, and beyond.

Block 67 Principle Diagnosis Code: The principal diagnosis code must be entered in this field. You must use ICD-10-CM codebook. The first position should contain "V" or a numeric character. The second and third positions must be numeric with no punctuation. Fourth and fifth positions must be numeric or blank.

Blocks 67A-Q Other Diagnosis Codes: These fields should be used when additional conditions exist at the time of admission or develop subsequently and affect the treatment received or the length of stay. Follow the coding guidelines for the principal diagnosis code.

Block 68 Reserved for assignment by the NUBC.

Block 69 Admit Dx: Enter the ICD-10-CM diagnosis code related to the patient's admission.

Block 70 The ICD-CM diagnosis code describing the patient's reason for visit at the time of outpatient registration.

Block 71 The Prospective Payment System (PPS) code assigned to the claim to identify the DRG based on the grouper software called for under contract with the primary payer.

Block 72 The ICD diagnosis code pertaining to external cause of injuries, poisoning or adverse effect. See ICD-10-CM Guidelines for Coding and Reporting.

Block 74 Principal Procedure Code/Date: The principal procedure should be entered in this field. This is the procedure that was performed for treatment rather than diagnostic or exploratory purposes, or the procedure that is most related to the principal diagnosis. The procedure coding method must be ICD-10-CM. Enter the date the primary/principal procedure was performed in MM-DD-YYYY format.

Block 74A-E Other Procedure Code/Date: For outpatient billing, if a CPT code is not required, enter the ICD-10-CM procedure code. Enter the date of the additional procedure(s) in MM-DD-YYYY format.

Block 75 Reserved for assignment by the NUBC.

Block 76 Attending: Enter the NPI, last name and first name of the attending physician who rendered the services. This field is required.

Block 77 Operating: Enter the NPI, last name and first name of the operating physician who had primary responsibility for surgical procedures. This is only required when a surgical procedure code is listed.

Block 78-79 Other: **Required**. Enter the NPI, last name and first name of referring physician, assistant surgeon, and/or rendering physician, as applicable.

Block 80 Remarks: The remarks field must be completed if the type bill is "XX5" or "XX6" or if the third digit of a revenue code is "9" or if revenue codes 920 or 940 are present.

Block 81 Enter B3-qualifier and then your respective taxonomy code. All claims need to be filed with a taxonomy code to ensure timely and accurate claims processing.

Remarks If the claim is for a federal employee contract and therapy revenue codes 42X, 43X or 44X are present, the actual dates of service for each revenue code must be entered in the remarks field.

ILINKBLUE 1500 CLAIM ELECTRONIC ENTRY

iLinkBlue allows the electronic submission of professional 1500 claim forms giving providers the capability of submitting Health Care Financing Administration (HCFA) CMS-1500 claims directly into the claims processing systems at Louisiana Blue, HMO Louisiana, Federal Employee Program (FEP) and BlueCard® (out-of-area) members.

Please refer to the *iLinkBlue 1500 Claims Entry Manual*, which is available on iLinkBlue (www.lablue.com/ilinkblue) under the "Resources" section.

PROVIDER UPDATE FORMS

The following update forms should be used to notify Louisiana Blue of changes or additions to provider demographic information, including what is displayed in our provider directories. To find our update forms, visit www.lablue.com/providers, choose "Resources," then "Forms." Select a link based on the type of change you are making to access the applicable update form.

Professional Update Forms

- Individual/Group Provider Update Request Form
- Professional Tax Identification Number (TIN) Change Form
- Add Practice/Link to Group or Clinic Request Form
- National Provider Identifier (NPI) Change Form
- Request for Termination Form
- Electronic Transactions Transfer (EFT) Change/ Termination Form

Facility Update Forms

- Facility Update Request Form
- Facility Tax Identification Number (TIN) Change Form
- Add Facility Location Form
- National Provider Identifier (NPI) Change Form
- Request for Termination Form
- Electronic Transactions Transfer (EFT) Change/ Termination Form

Complete, sign and submit the update forms digitally with DocuSign®. It is not necessary to print and submit via hardcopy. These forms are accepted through DocuSign only

Know Which Provider Update Forms Apply to You

Professional Provider Types

Louisiana Blue classifies the following provider types as professionals. If you are one of these provider types, use the forms identified under Professional Update Forms to change your information.

- Applied Behavioral Analysts
- Acupuncturists
- Audiologist
- Certified Nurse Midwife
- Certified Registered Nurse Anesthetist
- Certified Registered Nurse First Assistant
- Clinical Nurse Specialist
- Doctor of Chiropractic
- Doctor of Osteopathic
- Doctor of Medicine
- Doctor of Podiatric Medicine
- Doctor of Dental Surgery
- Doctor of Medicine in Dentistry
- Hearing Aid Dealer
- Licensed Addiction Counselor
- Licensed Clinical Social Worker
- Licensed Professional Counselor
- Louisiana Registered Doula
- Nurse Practitioner
- Occupational Therapist
- Optometrist
- Physician Assistant
- Psychologist
- Physical Therapist
- Registered Dietitian and Nutritionist
- Registered Nurse First Assistant
- Speech-Language Pathologist and Audiologist

Facility Provider Types

Louisiana Blue classifies the following providers as facilities. If you are one of these provider types, use the forms identified under Facility Update Forms to change your information.

- Ambulance Service
- Ambulatory Surgical Center
- Birthing Centers
- Cardiac Cath Lab (Outpatient)
- Diagnostic Services
- Dialysis Facility
- DME Supplier
- Emergency Room Professional Group
- Home Health Agency
- Home Infusion
- Hospice
- Hospitals
- Infusion Therapy Provider
- IOP/PHP Psych/CDU
- Laboratory
- Lithotripsy/Orthotripsy
- Nursing Home
- Radiation Center
- Residential Treatment
- Retail Health Clinic
- Skilled Nursing Facility
- Sleep Lab/Center
- Specialty Pharmacy
- Urgent Care Clinic

Special Exceptions

Most clinics and group practices consider themselves facilities, but Louisiana Blue treats them as professional providers. Submitting facility forms will not update information for their physicians, nurse practitioners, physician assistants or other clinicians. Please use the Louisiana Blue professional forms to make updates.

Emergency room professional groups are an exception to this rule. Louisiana Blue treats emergency room professional groups as facilities. Please use the Louisiana Blue facility forms to update the provider record of an emergency room professional group.

Many rural health clinics and Federally Qualified Health Centers also view themselves as facilities. Louisiana Blue treats these entities as professional providers. These organizations should complete the Louisiana Blue professional provider update forms.

LOUISIANA BLUE

Overpayment Notification Form

Complete this form to notify us of a possible overpayment for claims processed directly by Louisiana Blue for a Blue Cross and Blue Shield of Louisiana (Louisiana Blue), HMO Louisiana, Inc. (HMOLA), Federal Employee Program (FEP) or BlueCard®(out-of-area) member. Please fully complete the requested information on this form to ensure proper processing.

Member ID: _____

(please include the three-character prefix or "R" for FEP members)

Do not send a check or payment with this form. Submit the form only.
Adjustments will be reflected on your future payment register(s).

PATIENT INFORMATION	
Patient's Full Name	Date of Birth
Claim Number	Patient Account Number
REFUND INFORMATION	
Date(s) of Service	Estimated Amount of Overpayment
Reason You Believe Overpayment Has Occurred	
PROVIDER INFORMATION	
Provider Name	National Provider Identifier (NPI)
Provider Address	
Name of Person Completing Form	Contact Phone Number
Date Form Completed	Contact Email Address

Please refer to the instructions on the back of this form for more ways to submit overpayment notifications to Louisiana Blue, as well as information on how to submit this form.

Page 1 of 2

18NW1463 R11/25

Blue Cross and Blue Shield of Louisiana is an independent licensee of the Blue Cross Blue Shield Association.

Sample

In Lieu of Submitting this Form

You may instead submit an Action Request through iLinkBlue (www.lablue.com/ilinkblue). Go to the claim thought to be overpaid in iLinkBlue and submit an Action Request to have the claim reviewed for correct processing. To do this, click the "AR" button from the Claims Results screen or the "Action Request" button from the Claim Details screen to open a form that prepopulates with information on the specific claim. Please include your contact information. Please only submit one Action Request per claim; not one Action Request per line item of the claim. For more information on this process, please refer to our *iLinkBlue User Guide*, available online at www.lablue.com/providers >Resources >Manuals.

Instructions for BlueCard (out-of-area) Claims

For BlueCard members, do not send a check (payment) with this form. Submit the form only. All adjustments will be reflected on your future payment register(s). Louisiana Blue cannot accept payments for BlueCard members. If an unsolicited refund payment is received for a BlueCard member, it will be returned with a letter requesting an Overpayment Notification Form be submitted. You may instead submit an Action Request in lieu of the form.

General Refund Information

Upon submitting this form:

- If it is determined that an overpayment did occur, you will not receive further notification from us. The claim will be adjusted, and your payment register will reflect the change.
- If it is determined that an overpayment did not occur, you will receive notification explaining that no adjustment to the claim is necessary.

When Louisiana Blue discovers the overpayment:

- If it is determined that a provider has received an overpayment and has not yet informed us, Louisiana Blue will send notification requesting the provider respond either agreeing or appealing the overpayment within 30 days. For FEP members, the provider has 120 days to respond.
- After the applicable provider review period, the claim is adjusted and will be reflected on the provider's future payment register(s).

Return Form To:

Louisiana Blue Correspondence	or	Fax: (225) 297-2727
P.O. Box 98029		Attn: Louisiana Blue Correspondence
Baton Rouge, LA 70898-9029		

A printable version of this Overpayment Notification Form is available online at www.lablue.com/providers >Resources >Forms.

If you have questions about this process, you may contact the Customer Care Center at 1-800-922-8866.

Page 2 of 2

LOUISIANA BLUE

Authorization Form

Fax: 1-800-586-2299

Providers must submit authorization requests, including new and extension authorizations prior to the service being performed through our online Louisiana Blue Authorizations application. Louisiana Blue will not accept authorization requests via phone or fax, except in certain circumstances. Exceptions include transplants, dental services covered under medical, newborn sick babies, temporary members, most out-of-state services, and Carelon Medical Benefits Management (Carelon) inpatient authorization extensions and discharges. It is important to always verify member eligibility and benefits before rendering services. Providers can find the list of services that require authorization available online at www.lablue.com/providers >Resources.

Complete this form to submit authorizations for Louisiana Blue and HMO Louisiana, Inc. members for inpatient, outpatient and offices services that require an authorization directly from our authorization department. Our fax line is open Monday through Friday from 8:00 a.m. to 4:30 p.m. central time. Do not use this form for authorizations processed by Carelon, Express Scripts, Inc. or Lucet, etc.

Failure to fully complete this form could delay your authorization processing.

PATIENT DATA	Last Name	First Name	Middle Initial
Member/Subscriber ID Number			Date of Birth
CLINICAL DATA	☐ Inpatient Admit/Surgery	☐ Outpatient Procedure/Service	☐ DME ☐ Office
Diagnosis Code(s) (ICD-10)		CPT/HCPCS Code(s) DME Requests (Include the purchase price for each code)	
Number of Visits Requested (If Applicable)		Date of Service/Admit Date	
REQUESTING PHYSICIAN	Last Name	First Name	Middle Initial
Address		Phone Number	Fax Number
NPI (National Provider Identifier) Number:			
FACILITY INFORMATION	Name		
Address		Phone Number	Fax Number
NPI (National Provider Identifier) Number:			

P.O. Box 98031, Baton Rouge, Louisiana 70898-9031 ● Phone: 1-800-523-6435 ● Fax: 1-800-586-2299

18NW2302 R04/25

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Carelon Medical Benefits Management (Carelon) is an independent company that serves as an authorization manager for Blue Cross and Blue Shield of Louisiana and HMO Louisiana, Inc.

Sample

CONTACT PERSON	Name	Phone Number	Fax Number
Additional Information:			

Note: *Maternity admissions to network facilities (or out-of-network facilities if the member has out-of-network benefits) do not require authorization if the inpatient stay is 48 hours or less for vaginal delivery and 96 hours or less for Cesarean section delivery.*

The authorization process is based on medical necessity only and is *not* a guarantee of payment. Services/procedures are subject to review by Louisiana Blue for contractual limitations or exclusions. Providers are required to check an individual's benefits, limitations and eligibility immediately prior to providing a benefit or service. You may log into iLinkBlue (www.lablue.com/ilinkblue) or call the customer service number printed on the member's ID card for specific member information.

Sample

LOUISIANA BLUE

Retrospective Review Authorization Form

Fax completed form to 1-800-515-1150

Complete this form to submit retrospective authorizations for Louisiana Blue and HMO Louisiana, Inc. members for inpatient, outpatient and office services that require an authorization. **Retrospective review requests have up to a 30-day response time.** Do not use this form for authorizations processed by Carelon Medical Benefits Management (Carelon), Express Scripts, Inc., Lucet, etc.

Do not submit a request for retrospective review if you filed a claim. If we require additional medical records, Medical Management will request them using the Medical Records Request for Claim Review form.

Medical Records can be faxed or uploaded in iLinkBlue (www.lablue.com/ilinkblue). Click on the Document Upload link on the main page then select "Medical Records for Retrospective or Post Claim Review" from the department drop down. *Failure to fully complete this form could delay your authorization processing*.

PATIENT DATA	Last Name		First Name		MI	
Member ID		Date of Birth				
CLINICAL DATA	☐ Inpatient Admit/Surgery	☐ Outpatient Procedure/Service	☐ Ambulatory Surgery	☐ Outpatient Hospital	☐ Office	☐ Home
Diagnosis Code(s) (ICD-10)			CPT® Code(s)			
Number of Visits Requested (If Applicable)			Date of Service/Admit Date (Start Date – End Date)			
REQUESTING PHYSICIAN	Last Name		First Name		MI	
National Provider Identifier (NPI)		Phone Number		Fax Number		
Address						
FACILITY INFORMATION	Name					
National Provider Identifier (NPI)		Phone Number		Fax Number		
Address						
CONTACT PERSON	Name		Phone Number		Fax Number	
Additional Information:						

Note: *Maternity admissions to network facilities (or out-of-network facilities if the member has out-of-network benefits) do not require authorization if the inpatient stay is 48 hours or less for vaginal delivery and 96 hours or less for Cesarean section delivery.*

The authorization process is based on medical necessity only and is not a guarantee of payment. Services/procedures are subject to review by Louisiana Blue for contractual limitations or exclusions. Some policies apply penalties for failing to request prior authorization for specific services. Other policies will not cover a service without prior authorization. For urgent inpatient admissions, you must notify Louisiana Blue of that admission within 48 hours or the next business day, to avoid penalties or non-coverage. If you are unsure if a policy allows for retrospective review, contact Customer Care at 1-800-922-8866. Always verify eligibility and benefits before providing services by contacting Customer Care or using iLinkBlue (www.lablue.com/ilinkblue).

P.O. Box 98031, Baton Rouge, Louisiana 70898-9031 ● Phone: 1-800-922-8866 ● Fax: 1-800-515-1150

18NW3245 R02/25

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Sample

LOUISIANA UNIFORM PRESCRIPTION DRUG PRIOR AUTHORIZATION FORM

SECTION I — SUBMISSION

Submitted to:	Phone:	Fax:	Date:
Blue Cross and Blue Shield of Louisiana/HMO Louisiana, Inc./Express Scripts	1-800-842-2015	1-877-251-5896	

SECTION II — PRESCRIBER INFORMATION

Last Name, First Name MI:		NPI# or Plan Provider #:	Specialty:	
Address:		City:	State:	ZIP Code:
Phone:	Fax:	Office Contact Name:	Contact Phone:	

SECTION III — PATIENT INFORMATION

Last Name, First Name MI:	DOB:	Phone:	☐ Male ☐ Female ☐ Other ☐ Unknown
Address:	City:	State:	ZIP Code:
Plan Name (if different from Section I):	Member or Medicaid ID #:	Plan Provider ID:	

Patient is currently a hospital inpatient getting ready for discharge? ____ Yes ____ No Date of Discharge:_____
Patient is being discharged from a psychiatric facility? ____ Yes ____ No Date of Discharge:_____
Patient is being discharged from a residential substance use facility? ____ Yes ____ No Date of Discharge:_____
Patient is a long-term care resident? ____ Yes ____ No If yes, name and phone number:_____
EPSDT Support Coordinator contact information, if applicable:

SECTION IV — PRESCRIPTION DRUG INFORMATION

Requested Drug Name:

Strength:	Dosage Form:	Route of Admin:	Quantity:	Days' Supply:	Dosage Interval/Directions for Use:	Expected Therapy Duration/Start Date:

To the best of your knowledge this medication is: _____New therapy/Initial request
_____Continuation of therapy/Reauthorization request

For Provider Administered Drugs only:

HCPCS/CPT-4 Code:_____NDC#:_____Dose Per Administration:_____

Other Codes:_____

Will patient receive the drug in the physician's office? ____Yes ____No

– If no, list name and NPI of servicing provider/facility: _____

SECTION V — PATIENT CLINICAL INFORMATION

Primary diagnosis relevant to this request:	ICD-10 Diagnosis Code:	Date Diagnosed:
Secondary diagnosis relevant to this request:	ICD-10 Diagnosis Code:	Date Diagnosed:

For pain-related diagnoses, pain is: _____Acute _____Chronic
For postoperative pain-related diagnoses: Date of Surgery_____

Pertinent laboratory values and dates (attach or list below):

Date	Name of Test	Value

04HQ1094 R12/18
Version 1.0 - 2018-12

Page 1 of 2

Sample

LOUISIANA BLUE

Guide to Completing the EFT Enrollment Form

Blue Cross and Blue Shield of Louisiana requires that participating providers enroll in our electronic funds transfer (EFT) service. EFT allows providers to receive payment electronically directly into their accounts. You can complete the EFT Enrollment Form at www.lablue.com/providers >Resources. The following information should help you complete the form.

1 CONSENT

The consent legally allows Louisiana Blue to electronically transfer funds to your financial account. The provision for Louisiana Blue to deduct funds applies when an erroneous credit occurs to a financial account resulting, for example, from a banking error.

2 PROVIDER INFORMATION

Provider Name – Complete legal name of institution, corporate entity, practice or individual provider

Street Address – The number and street name where a person or organization can be found

City – City associated with provider address field

State/Province – The two-character code associated with the State/Province/Region of the applicable country

ZIP Code/Postal Code – System of postal-zone codes (ZIP stands for "zone improvement plan") introduced in the U.S. in 1963 to improve mail delivery and utilize electronic reading and sorting capabilities

3 PROVIDER IDENTIFIERS INFORMATION

Provider Federal Tax Identification Number (TIN)/Employer Identification Number (EIN) – A Federal Tax Identification Number, also known as an Employer Identification Number (EIN), is used to identify a business entity

National Provider Identifier (NPI) – A Health Insurance Portability and Accountability Act (HIPAA) Administrative Simplification Standard. The NPI is a unique identification number for covered healthcare providers. Covered healthcare providers and all health plans and healthcare clearinghouses must use the NPIs in the administrative and financial transactions adopted by HIPAA. The NPI is a 10-position, intelligence-free numeric identifier (10-digit number). This means that the numbers do not carry other information about healthcare providers, such as the state in which they live or their medical specialty. The NPI must be used in lieu of legacy provider identifiers in the HIPAA standards transactions.

Group NPI (if applicable) – If part of a provider group, please also report the NPI for your group

4 PROVIDER CONTACT INFORMATION

Provider Contact Name – Name of a contact in provider office for handling ERA issues

Title – Title of the contact person

Telephone Number – Associated with the contact person

Email Address – An electronic mail address at which the health plan might contact the provider

Fax Number – A number at which the provider can be sent facsimiles

5 RETAIL PHARMACY INFORMATION *(this section should be completed by pharmacies only)*

Pharmacy Name – Complete name of pharmacy

NCPDP Provider ID Number – The NCPDP-assigned unique identification number

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6 FINANCIAL INSTITUTION INFORMATION

Financial Institution Name – Official name of the provider's financial institution

Financial Institution Routing Number – The nine-digit identifier of the financial institution where the provider maintains an account to which payments are to be deposited

Type of Account at Financial Institution – The type of account the provider will use to receive EFT payments (e.g., checking, savings, etc.)

Provider's Account Number with Financial Institution – The provider's account number at the financial institution to which EFT payments are to be deposited

Account Number Linkage to Provider Identifier – Choose, then enter either the Provider TIN or NPI for the purpose of grouping (bulking) claim payments. Provider preference for grouping (bulking) claim payments must match preference for v5010 X12 835 remittance advice.

7 SUBMISSION INFORMATION

Reason for Submission

- **New Enrollment** – Check to indicate applying for new EFT enrollment

Include with Enrollment Submission

- **Voided Check** – A voided check is attached to provide confirmation of Identification/Account Numbers. Temporary checks are not accepted.

  or

- **Bank Letter** – A letter on bank letterhead that formally certifies the account owners routing and account numbers

Authorized Signature – The signature of an individual authorized by the provider or its agent to initiate, modify or terminate an enrollment

Written Signature of Person Submitting Enrollment – The (usually cursive) rendering of a name unique to a particular person used as confirmation of authorization and identity

Printed Name of Person Submitting Enrollment – The printed name of the person signing the form

Submission Date – The date on which the enrollment is submitted

Providers should contact their financial institution to arrange for the delivery of the CORE required minimum CCD+ Data Elements necessary for successful re-association of the electronic funds transfer (EFT) payment with the ERA (835) remittance advice. Shown below are the Data Elements that are necessary for re-association:

CCD Record #	Field #	Field Name
5	9	Effective Entry Date
6	6	Amount
7	3	Payment Related Information

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Late/Missing EFT and ERA Transactions Resolution Procedures:

ERA (835) files are available weekly in trading partner mailboxes on Mondays, and no later than Wednesday, except during holidays or unexpected office closures. If you do not receive your ERA by close of business on Wednesday, you may contact EDI Services at 1-800-716-2299, option 3 or email EDIservices@lablue.com. Please include the Trading Partner ID, check number, check amount, check date and NPI.

EFT Transactions are typically available at the provider's bank on Wednesday. If you have not received your deposit by close of business on Wednesday, you may contact the Customer Care Center at 1-800-922-8866.

For questions about the ERA Form, please contact EDI Services at 1-800-716-2299, option 3. Also visit www.lablue.com/providers >Electronic Services >Clearinghouse.

To check the status of your ERA Form, you may submit your **request** via email to EDIservices@lablue.com. Please include the provider or group name, NPI, TIN or EIN and Trading Partner ID. Please allow three to five business days for setup.

To check the status of your EFT Enrollment or EFT Change Form, you may submit your request via email to PCDMstatus@lablue.com. Please include the provider or group name, NPI and TIN or EIN. Please allow up to five business days for new setups.

Provider's NPI must already be on file with Louisiana Blue. For more information on reporting your NPI to Louisiana Blue, visit www.lablue.com/providers >NPI or you may contact Provider Credentialing & Data Management at 1-800-716-2299, option 2.

Louisiana Blue does not set up ERAs for out-of-state providers.

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LOUISIANA BLUE

Electronic Funds Transfer (EFT) Enrollment Form

To receive your Blue Cross and Blue Shield of Louisiana payments via electronic funds transfer (EFT), please complete the following information. Be sure to complete a separate Electronic Funds Transfer Enrollment Form for each payment location. Please contact your financial institution to arrange for the delivery of the CORE required minimum CCD+ Data Elements necessary for successful re-association of the electronic funds transfer (EFT) payment with the ERA (835) remittance advice. See included Guide to Completing the EFT Enrollment Form for detailed instructions.

CONSENT

I hereby authorize Blue Cross and Blue Shield of Louisiana, hereinafter called COMPANY, to initiate credit entries, and to initiate adjustment for any credit entries made in error to the account indicated below.

I hereby authorize the financial institution/bank named below, hereinafter referred to as BANK, to credit and/ or debit the same to such account. I am aware that the weekly Provider Payment Register will no longer be mailed to our office, but it will be available for viewing and/or printing in iLinkBlue.

PROVIDER INFORMATION

Provider Name		
Provider Address: Street		
City	State/Province	ZIP Code/Postal Code

PROVIDER IDENTIFIERS INFORMATION

Provider Federal Tax Identification Number (TIN) or Employer Identification Number (EIN)	
National Provider Identifier (NPI)	Group NPI (if applicable)

PROVIDER CONTACT INFORMATION

Provider Contact Name	Title	
Telephone Number	Email Address	Fax Number

RETAIL PHARMACY INFORMATION

Pharmacy Name
NCPDP Provider ID Number

FINANCIAL INSTITUTION INFORMATION

Financial Institution Name		
Financial Institution Routing Number	Type of Account at Financial Institution	Provider's Account Number with Financial Institution

Account Number Linkage to Provider Identifier

- ❑ Provider Tax Identification Number (TIN): _____
- ❑ National Provider Identifier (NPI): _____

Sample

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SUBMISSION INFORMATION

Reason for Submission

❑ New Enrollment

Include with Enrollment Submission

❑ Voided Check *(temporary checks are not accepted)*

or

❑ Bank Letter

Authorized Signature

I hereby acknowledge that the information provided on this form is true and correct. I further authorize COMPANY to utilize and rely on the information contained in this form until such time as I submit reasonable advance written notice to Company that this authorization has been terminated. I additionally acknowledge and agree that, in the event that any of the information I have provided on this form changes or becomes inaccurate, I must immediately submit an EFT Termination/Change Form containing such information necessary to correct such changed or inaccurate information.

_____

Written Signature of Person Submitting Enrollment

_____

Printed Name of Person Submitting Enrollment

_____

Submission Date

If you have any questions about this form or your EFT enrollment status, please contact Provider Credentialing & Data Management at:

Phone: 1-800-716-2299, option 2 Email: PCDMstatus@lablue.com

For internal use only: *iLB set up complete.*

Sample

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