

Many Canada Blue Cross members now have access to U.S. coverage via BlueCard

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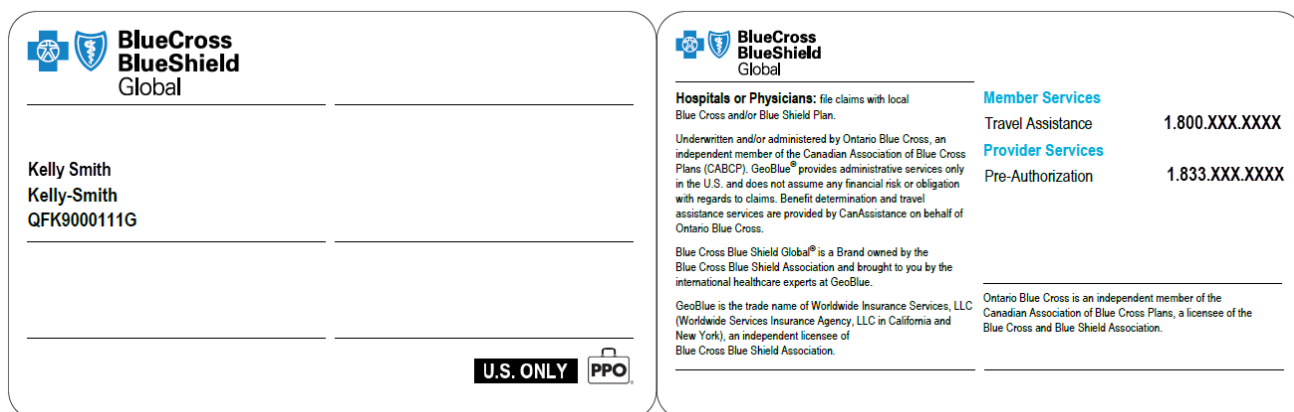
Many Blue Cross Canada members now have access to U.S. coverage via BlueCard

Blue Cross[®] Canada members in several provinces now have access to covered medical services in the United States through the BlueCard[®] Program. Many of these members visit Arizona on a regular basis.

Until now, claims for covered services in the U.S. were always submitted directly to the member's Blue Cross Canada Plan. However, these members may now access care in the U.S. through a separate, stand-alone Blue Cross Blue Shield Global plan. For these BCBS Global plans, you must submit claims to Blue Cross[®] Blue Shield[®] of Arizona (BCBSAZ), as you would for any other BlueCard (out-of-area) member.

How to recognize a Blue Cross Canada member with a Blue Cross Blue Shield Global plan

The member ID card for a Blue Cross Blue Shield Global plan displays the Blue Cross Blue Shield Global logo on the front and back, as shown in the sample below. This logo indicates a plan issued by GeoBlue® (an independent licensee of the BCBS Association) for international members accessing care in the U.S.



Canadian member ID prefixes currently associated with this type of plan are: **QFF, QFH, QFJ**, and **QFK**. Additional prefixes may be added toward the end of 2022.

About the BlueCard Program

The BlueCard Program links participating healthcare providers in BCBS Plans across the U.S., and in more than 170 countries and territories worldwide, through a single electronic network for claim processing and reimbursement. Here is a summary of how it works for most claims (there are different claim filing rules for air ambulance and ancillary services):

- Follow any instructions displayed on the member's ID card (for prior authorization and claim submission) and in preauthorization documents.
- Submit claims for members with other BCBS plans and BCBS Global plans to BCBSAZ for BlueCard routing. Claims are forwarded to the member's home BCBS Plan (or to GeoBlue) for adjudication and then come back to BCBSAZ for payment.
- Consider BCBSAZ your primary contact for claim payment, adjustments, questions, and issue resolution. However, in certain instances (e.g., medical records requests for prior authorization, concurrent review, or disease management), the member's BCBS Plan may contact you directly.
- BCBSAZ pricing and coding guidelines apply to all inpatient, outpatient, and professional BlueCard claims.
- You are reimbursed for BlueCard members' covered services at your BCBSAZ-contracted rate, subject to the member's particular benefit limitations, copays, coinsurance, and deductible amounts.



Learn more

For more information, see the 2022 Provider Operating Guide (Section 9—BlueCard and National Programs; Section 10—Member ID Cards), available at azblue.com/providers: “Provider Resources > Provider Operating Guide.” If you have questions, contact your [provider liaison](#).

GeoBlue is the trade name of Worldwide Insurance Services, LLC (known as Worldwide Services Insurance Agency, LLC, in California and New York), an independent licensee of the Blue Cross Blue Shield Association, made available in cooperation with Blue Cross and Blue Shield companies in select service areas. GeoBlue is a registered service mark of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

Blue Cross Blue Shield Global is a brand owned by the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

Our members can take a digital ID card with them wherever they go with the MyBlue AZSM mobile app.

