

HOW TO SUBMIT AN OUT-OF-NETWORK CLAIM

When you get care from in-network providers, they submit claims to Blue Cross and Blue Shield of Texas (BCBSTX) for you. If you see an out-of-network provider, you may need to submit claims yourself.

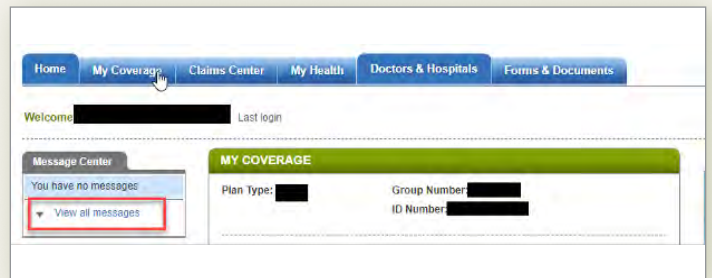
You can send a claim form to:

Blue Cross and Blue Shield of Texas
PO Box 660044
Dallas, TX 75266-0044

You can also submit a claim online by following these steps.

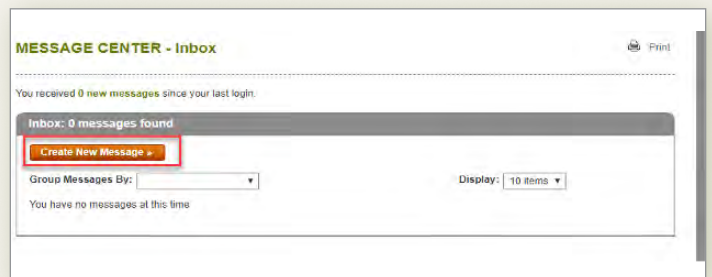
Step 1 - Log in

Log into Blue Access for MembersSM in the upper right-hand corner of the HealthSelectSM website. From the Home tab of the Blue Access for Members portal, you will see "Message Center" on the left. Click on "View all messages."



Step 2 - Create a new message

On the following page, you will see any messages you have. You also have the option to create a new message. Click on the "Create New Message" button.



Step 3 - Add your attachment

The "New Message" page will appear and you can attach medical bills or other documents that support your claim. You will need to fill in the following fields to submit your claim:

- a. **In the "To" box** – choose "Claims" from the dropdown options.
- b. **Subject line** – type a subject line related to your inquiry, such as "submitting a claim."
- c. **Add Attachment** – click this button to add an attachment saved on your computer or external device.

NOTE: After selecting "Add Attachment," a pop-up box will display. This gives general information on acceptable attachment file types as well as maximum file size and number of attachments that can be sent at once.

Step 4 - Verify and send

After choosing the file you wish to upload, you will automatically return to the "New Message" screen where you can check to see if your file is attached. Once you've made sure everything is filled in correctly, click on "Submit" at the bottom of the screen to complete your online claim message.

If you have any questions about the submission process or about your claim, you can call a BCBSTX Personal Health Assistant toll-free at **(800) 252-8039 (TTY:711)**, Monday-Friday 7 a.m.-7 p.m. and Saturday 7 a.m.-3 p.m. CT.

MESSAGE CENTER - Inbox

Inbox: New Message

To: **A** [Claims] Group #: [Redacted]

Sender: [Redacted] Subscriber #: [Redacted]

Email: [Redacted] Select Plan: [Redacted]

Date: 04/21/2021 08:59 AM

Subject: **B** [Claim Inquiry]

C Add Attachment

Compose your message here.

Attachments + FAQs

Send Cancel

About Attachments

The total size of all attachments may not exceed 100MB, and the number of files is limited to 5.

Acceptable file formats are:
.bmp, .gif, .jpeg, .jpg, .xls, .xlsx, .doc, .docx, .odt, .txt, .pdf, .png, .pptx, .ppt, .rtf, .csv, .tif, .tiff.

For additional information on attachment guidelines, please visit the FAQ link.

OK

Inbox: New Message

To: Claims (i.e. Inquiry, Submit Claim Form, etc.) Group #: [Redacted]

Sender: [Redacted] Subscriber #: [Redacted]

Email: [Redacted] Select Plan: [Redacted]

Date: 04/21/2021 09:12 AM

Subject: Claim Inquiry

Add Attachment

Attachments + FAQs

Good morning,
I have a question about a claim as well as additional supporting documentation (attached.)

[Excel icon] [Redacted].xlsx 10.6 KB Remove

Send Cancel

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