Submitting Out-of-Network claims to Blue Shield of California

Via web:

1. Login to your member portal at www.blueshieldca.com/login
2. Navigate to the Claims page by clicking on Coverage & Benefits on the navigation ribbon and selecting the Claims option
3. Once the claims page is loaded, you'll see a File a claim option on the left side of the webpage.
4. You will be walked through the process of submitting your patient information, service details and any relevant documentation for your claim.
   a. Submitting a claim form as an attachment is not necessary
5. You can view all claims submitted through the portal by returning to the Claims page and clicking on "See claims you submitted" just above the File a claim button

Via mobile app:

1. Navigate to the Blue Shield mobile app via Single Sign-On from your Accolade Care App
2. After you are logged into your BSC mobile app, you can use the navigation buttons at the bottom of the app and select Claims
3. The File a claim option will be at the top of the Claims page
4. You will be walked through the process of submitting your patient information, service details and any relevant documentation for your claim.
   a. Submitting a claim form as an attachment is not necessary
5. You can view all claims submitted through your account by returning to the Claims page and clicking on the NEW: See claims you submitted which will be located just below your deductible status

Via Mail:

1. Use the claims form appropriate for your services (there is a form for services received within CA and for services received outside of CA).
2. Include the claim form, along with all relevant documentation. Some examples are superbills, invoices, proof of payment and medical records/doctor's notes.
3. Mail this documentation in one package to the address listed on the form you are using.
4. If information is mailed separately, the documents will not be recorded together and could result in multiple claims processing for the same service that will be denied due to incomplete detail.