



Blue Benefit Administrators of MA Provider Manual

BBA Claim Submission

- All Claims for member and dependent should be submitted with the Group Number and member ID without the suffix for dependent.
- Recommend submitting W9 with first claim submission.
- Be sure ALL required fields on claim form have been completed*
- BBA member claims cannot be submitted through BCBSMA provider portal.
- Claims for BBA members in Massachusetts should not be submitted through BCBSMA.
- Claims for BBA members outside of Massachusetts should be submitted through the local host plan.
- Checks/Payments will be made to name and address provided in box 33. IF box 33 is empty info from box 32 will be used.
- Blue Benefit Administrator member's claims can **only** be submitted by:
 - Electronic (clearing house) using payor id: **03036**
 - Paper claims – mail to:
Blue Benefit Administrators
PO BOX 55917
Boston, MA 02205-5917

Additional info - BCBSMA contracted providers:

- BBA member claims cannot be submitted through BCBSMA provider portal.
- Practice/Provider information must be submitted in line with their BCBSMA contracts. (ie. Appropriate TIN & Organization or Billing NPI, taxonomy codes and other payment policy requirements)
- Claims submitted with codes that require radiology privileging must have the appropriately privileged NPI submitted on the line.

*see the BCBSMA Supplement to the NUCC 1500 Claim Form Manual for the required fields

Determining BBA Member Eligibility/Benefits

- Call CustomerService: 1-877-707-2583
- Using online portal by:
 1. Logging on to <https://www.bluebenefitma.com/>
 2. Selecting the PROVIDERS tab
 3. Click on the PROVIDER ONLY SIGN IN/REGISTER button – this will bring you to the web access login page. Enter your username and password if you have an account. If not move to step 4.
 4. If you do not have a username and password, click on the PHYSICIAN ACCESS REQUEST link. Fill out the required fields and SUBMIT. Once our IT dept creates your account you will get an email with your login info.

Member eligibility and benefits can be viewed on this portal as well as claim status.



BLUE Benefit

ADMINISTRATORS OF MASSACHUSETTS

Receiving Payments from BBA

Currently BBA has 2 methods of payment:

1. Paper Checks – paper checks will be issued using the name and address information submitted ON THE CLAIM FORM in BOX 33.

2. EFT Payments via Zelis: Become BBA EPC provider and the normal service fee from Zelis is waived.

Provider will need to send *written* request with the below info to

providermaintenance@bluebenefitma.com

1. Practice Name & TIN
2. Practice NPI
3. Current Billing Address (should match info submitted on claim form!)
4. Valid email contact address