

**2007 Fall Training Session
Montpelier, Vermont
Monday, September 17, 2007**

Question and Answer Period:

Q: Can BCBSVT place co-payment, date of birth of subscriber, subscriber name and effective date of policy on all of the identification cards?

A: The Blue Cross and Blue Shield Association is requiring the use of a standard card and information for all of the Blue Plans. BCBSVT is waiting for the final requirements. One of the confirmed elements will be co-payments.

Q: The BlueCard website is a challenge to use, there is not enough information, it frequently times out and asks for just too much information.

A: The BlueCard website does require more information than our traditional eligibility look up. The reason is that the eligibility request has to search numerous Blue databases for a match and we need to ensure the match is exact. If you experience a significant amount of time outs, this is unusual and specific examples should be filed with our EDI technical support department at (800) 334-3441.

Q: For the BlueCard program, we continue to feel caught in the middle.

A: Eligibility verification needs to be with the member's home plan. This can be done by calling the home plan directly (typically member ID cards have the home plan number on the back), calling the BlueCard eligibility line (this will route you to the member's home plan), or by using the BlueExchange link on the BCBSVT website.

Claim status inquiries can be done by call BCBSVT customer service or using the BlueExchange link on the bcbsvt website.

Q: How is the pre-existing condition for Catamount members determined?

A: We are in the process of reviewing and will respond at a later date.

Q: How will we determine if a Catamount member is enrolled in high intensity case management?

A: When reviewing eligibility on the web, there will be an indicator, or when calling customer service you will be advised.