

Please follow these instructions carefully and email your completed form with all attachments to:

Blue Cross and Blue Shield of Vermont, Attn: Claims, at CustomerService@bcbsvt.com.

We will return all incomplete claims. Please note that in most instances we aren't allowed to contact out-of-state and/or out-of-network providers to collect missing information.

1. Itemized bills must be on the provider's letterhead and include:
 - The name of the patient
 - The name of the person or place providing the service
 - The provider's National Provider Identifier (NPI) and tax ID number
 - The date of each service
 - The description of each service performed (including the corresponding CPT® or HCPCS® code)
 - The charge for each service
 - The patient's diagnosis for the service provided (including the corresponding ICD-10 code)
 - The place of service (e.g.: office, outpatient facility, clinic, etc.) and the corresponding Place of Service (POS) code
2. Use a separate form (photocopies are acceptable) if you are submitting more than six services with the same provider. Please do not highlight any information on the form or attachments.
3. Secondary Claims—If you have another primary insurance (including Medicare) and are submitting secondary balances, you must attach the primary carrier explanation of benefits or denial/opt out letter.
4. Please note that you must submit prescription drugs purchased at a pharmacy on a Prescription Reimbursement/Drug Claim Form directly to the pharmacy benefits manager.
5. Please submit your claim as soon as you incur any medical expenses.

Please keep a copy of the completed claim form and the itemized invoice for your own records.

Other information

Blue Cross and Blue Shield of Vermont issues payments for member-payable claims to the health plan benefits subscriber.

To view processed claims, login to our secure Member Resource Center at bcbsvt.com/MRC. The Member Resource Center enables you to view and print detailed claim and benefit information, order ID cards, print proof of your coverage, securely e-mail our customer service team and more.

If you have any questions or need help completing of this form, please contact our customer service team toll-free at (800) 247-2583 or at the number on the back of your ID card. Out-of-state callers, please use (800) 395-3389.

NOTICE: Discrimination is against the law

Blue Cross and Blue Shield of Vermont (BCBSVT) and its affiliate The Vermont Health Plan (TVHP) comply with applicable federal and state civil rights laws and do not discriminate, exclude people or treat them differently on the basis of race, color, national origin, age, disability, gender identity or sex.

BCBSVT provides free aids and services to people with disabilities to communicate effectively with us. We provide, for example, qualified sign language interpreters and written information in other formats (e.g., large print, audio or accessible electronic format).

BCBSVT provides free language services to people whose primary language is not English. We provide, for example, qualified interpreters and information written in other languages.

If you need these services, please call (800) 247-2583. If you would like to file a grievance because you believe that BCBSVT has failed to provide services or discriminated on the basis of race, color, national origin, age, disability, gender identity or sex, contact:

Civil Rights Coordinator
Blue Cross and Blue Shield of Vermont
PO Box 186
Montpelier, VT 05601
(802) 371-3394
TDD/TTY: (800) 535-2227
civilrightscoordinator@bcbsvt.com

You can file a grievance by mail, or email at the contacts above. If you need assistance, our civil rights coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of
Health and Human Services
Office for Civil Rights
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
(800) 368-1019
(800) 537-7697 (TDD)



For free language-assistance services, call (800) 247-2583.

ARABIC

للحصول على خدمات المساعدة اللغوية المجانية، اتصل على الرقم (800) 247-2583

CHINESE

如需免費語言協助服務，請致電(800) 247-2583。

CUSHITE (OROMO)

Tajaajjila gargaarsa afaan hiikuu kaffaltii malee argachuuf (800) 247-2583 bilbilaa.

FRENCH

Pour obtenir des services d'assistance linguistique gratuits, appelez le (800) 247-2583.

GERMAN

Kostenlose fremdsprachliche Unterstützung erhalten Sie unter (800) 247-2583.

ITALIAN

Per i servizi gratuiti di assistenza linguistica, chiamare il numero (800) 247-2583.

JAPANESE

無料の通訳サービスのご利用は、(800) 247-2583までお電話ください。

NEPALI

नःशुल्क भाषा सहायता सेवाहरूका लागि, (800) 247-2583 मा कल गर्नुहोस्।

PORTUGUESE

Para serviços gratuitos de assistência linguística, ligue para o (800) 247-2583.

RUSSIAN

Чтобы получить бесплатные услуги переводчика, позвоните по телефону (800) 247-2583.

SERBO-CROATIAN (SERBIAN)

Za besplatnu uslugu prevodjenja, pozovite na broj (800) 247-2583.

SPANISH

Para servicios gratuitos de asistencia con el idioma, llame al (800) 247-2583.

TAGALOG

Para sa libreng mga serbisyo ng tulong pangwika, tumawag sa (800) 247-2583.

THAI

สำหรับการให้บริการความช่วยเหลือด้านภาษาฟรี โทร (800) 247-2583

VIETNAMESE

Để biết các dịch vụ hỗ trợ ngôn ngữ miễn phí, hãy gọi số (800) 247-2583.