



## CBA Blue Provider Manual

### CBA Blue 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\*
- Claims for CBA Blue member in Vermont should not be submitted through BCBSVT.
- Claims for CBA Blue Members outside of Vermont 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:  
CBA Blue  
PO BOX 2365  
South Burlington, VT 05407

#### Additional info - BCBSVT contracted providers:

- CBA Blue member claims cannot be submitted through BCBSVT provider portal.
- Practice/Provider information must be submitted in line with their BCBSVT contracts. (ie. Appropriate TIN & Organization or Billing NPI, taxonomy codes and other payment policy requirements)

\*see the NUCC 1500 Claim Form Manual for the required fields

### Determining CBA Blue Member Eligibility/Benefits

- Call CustomerService: 1-877-707-2583
- Using online portal by:
  1. Logging on to <https://www.cbabluevt.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.



## Receiving Payments from CBA Blue

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 CBA Blue EPC provider and the normal service fee from Zelis is waived.

Provider will need to send *written* request with the below info to [providermaintenance@cbabluevt.com](mailto:providermaintenance@cbabluevt.com)

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