

Phone Numbers and Web sites

BlueCard Access

These doctor and hospital finder resources are useful when you need to refer a patient to a physician, other professional provider or health-care facility in another location. Call BlueCard Access at 1 (800) 810-BLUE (2583) or visit the doctor and hospital finder at **www.bcbs.com**.

BlueCard Eligibility[®]

Eligibility and benefit information for Blue Plan members is available at 1 (800) 676-BLUE (2583).

Regence BCBSO's BlueCard Provider Customer Service

We're here to help you with claims-related information for Blue Plan members. Call BlueCard Provider Customer Service at 1 (800) 448-0525 or in Portland at (503) 225-5393.

Regence BCBSO's Provider Information Site

You can find answers to many of your BlueCard questions on our *Provider Information Site*: **www.or.regence.com/provider**. In addition to this manual, you can find a BlueCard Online Workshop. This self-paced workshop also offers workshop notes, which you can print and use as an additional resource.

Regence eBusiness Support Center

Contact Regence eBusiness Support Center for more information on submitting the electronic transactions mentioned in this manual. Call (503) 220-3924 or send an e-mail to **OR_CRON@regence.com**.

The Blue Cross and Blue Shield Association Web site

Visit **www.bcbs.com** for additional information on the BlueCard Program.

Brochures

The Blue Cross Blue Shield Association's (BCBSA) BlueCard brochure

The BCBSA BlueCard brochure may help answer your BlueCard questions.

Regence BlueCross BlueShield of Oregon's BlueCard brochure

We created a BlueCard brochure specifically for providers in our service area.

If you would like a printed copy of either brochure, please contact your provider consultant.