

## Attention: NetworkBlue Providers Update: Blue Cross and Blue Shield's National High-Performance Network Reminders

**Update: This provider bulletin was previously published in May 2022. Images of the latest Blue Cross and Blue Shield (BCBS) system's Global<sup>®</sup> High Performance Network (HPN<sup>SM</sup>) member ID cards have been added below. The new cards have been effective since January 1, 2023.**

In 2021, the BCBS system's national high-performance program became available in several U.S. markets, including Florida. **Florida Blue providers contracted with the NetworkBlue network** are included in Blue HPN.

### What You Need to Know

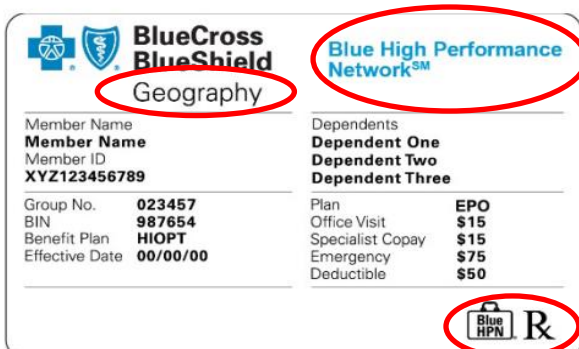
**If a provider is participating with NetworkBlue, they are in-network for Blue HPN because the Blue HPN product uses our NetworkBlue provider network.** There are no changes to your existing NetworkBlue provider contract or the processes you use today. In general, the same procedures apply for both your Blue HPN and BlueCard<sup>®</sup> PPO patients. For example, you will check eligibility and benefits, conduct preservice reviews, request prior authorizations and submit claims using the same contacts and procedures as you do today in Availity<sup>®</sup><sup>1</sup>.


The key difference is under the terms of their health plan, Blue HPN patients **will only have full benefits when receiving care from Blue HPN-participating providers.** When receiving care from non-Blue HPN providers, benefits may be limited to emergency care in areas where Blue HPN providers are available, and to urgent and emergency care in areas where no Blue HPN providers are available.\*

### Out-of-State Blue HPN Patients

You will be able to identify Blue HPN patients who have a Blue plan that is outside of Florida by reviewing their BCBS member ID card. The "Blue High Performance Network" name is displayed on the front of the ID card, along with the "HPN in a suitcase" logo. "Geography" on the card is a placeholder for the actual state of the Plan. For example, if the Plan is BCBS of Rhode Island, RI would appear instead of "Geography." The image on the top of page 2 shows how an employer group name would appear on the card. Benefit limitations will be indicated on the back of the member ID card with the following disclaimer:

*Benefits limited to emergent care at non-Blue HPN providers within Blue HPN product areas. Benefits limited to urgent and emergent care at non-Blue HPN providers outside of Blue HPN product areas.*



<b>BlueCross BlueShield</b>		<b>Blue High Performance Network<sup>SM</sup></b>	
<b>Geography</b>			
Member Name		Dependents	
<b>Member Name</b>		<b>Dependent One</b>	
Member ID		<b>Dependent Two</b>	
<b>XYZ123456789</b>		<b>Dependent Three</b>	
Group No.	<b>023457</b>	Plan	<b>EPO</b>
BIN	<b>987654</b>	Office Visit	<b>\$15</b>
Benefit Plan	<b>HIOPT</b>	Specialist Copay	<b>\$15</b>
Effective Date	<b>00/00/00</b>	Emergency	<b>\$75</b>
		Deductible	<b>\$50</b>
			



**BlueCross BlueShield**  
Geography

[www.BluePlan.com](http://www.BluePlan.com)  
Customer Service: **1-800-234-5678**  
Outside of Area: **1-800-810-2583**  
Eligibility: **1-800-676-2583**  
Pharmacy Benefits: **1-800-123-4567**  
Gamma Vision<sup>™</sup>: 1-800-987-6543

\*ALPHA contracts directly with Gamma Vision.

**BlueCross and BlueShield of Geography**  
P.O. Box 01234  
City, State 01234-1234  
An independent licensee of the Blue Cross and BlueShield Association.

Members: See your benefit booklet for covered services. Possession of this card does not guarantee eligibility for benefits.

Hospital or physicians: file claims with local BlueCross and/or BlueShield Plan.

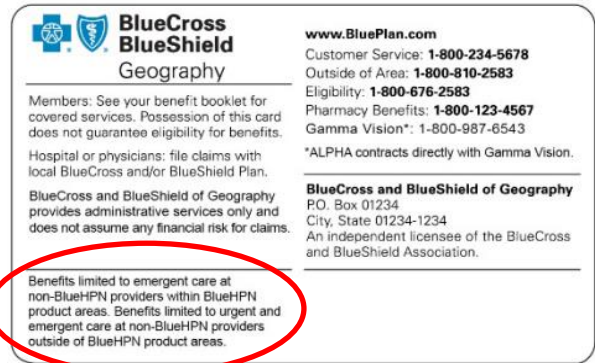
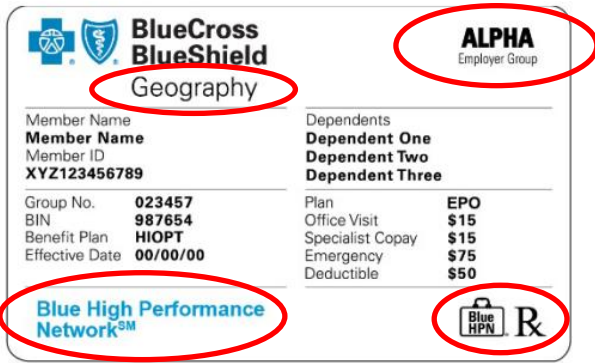
BlueCross and BlueShield of Geography provides administrative services only and does not assume any financial risk for claims.

Benefits limited to emergent care at non-BlueHPN providers within BlueHPN product areas. Benefits limited to urgent and emergent care at non-BlueHPN providers outside of BlueHPN product areas.

Coverage of urgent and/or emergent (emergency) care is based on the Home Plan's medical/benefit policy.

<sup>1</sup>Availity, LLC is a multi-payer joint venture company. For more information or to register, visit [availity.com](http://availity.com).

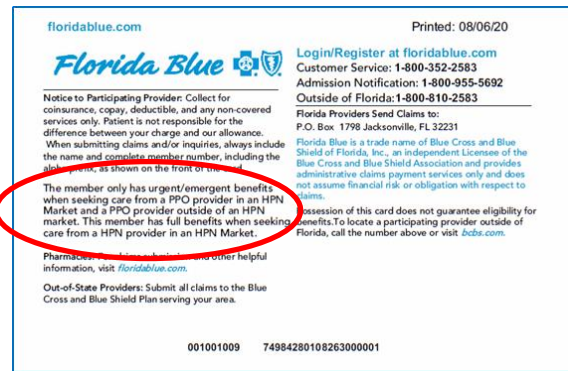
Florida Blue is an Independent Licensee of the Blue Cross and Blue Shield Association.



### Florida Blue “Blue HPN” Patients

You will be able to identify Florida Blue “Blue HPN” patients by their Florida Blue member ID card. The “Blue High Performance Network” name is displayed on the front of the ID card, along with the “HPN in a suitcase” logo. As these Florida Blue members are covered under BlueOptions<sup>SM</sup>, the BlueOptions EPO name is displayed. These members should seek services from providers in the BlueOptions Provider Network to receive full benefits. Benefit limitations will be indicated on the back of the member ID card with the following disclaimer:

*Benefits limited to emergent care at non-Blue HPN providers within Blue HPN product areas. Benefits limited to urgent and emergent care at non-Blue HPN providers outside of Blue HPN product areas.*



### About Blue HPN

Blue HPN is a national high-performance network offered to large national employers for use with their health plans. It includes a full range of health care providers which include acute care facilities, primary care providers and all relevant specialty types, as well as ancillary services. However, not all providers are included in Blue HPN. For this reason, it is important you only recommend other Blue HPN providers when your Blue HPN patients need to see a specialist or other provider. In Florida, NetworkBlue providers are part of the HPN.

Florida Blue is an Independent Licensee of the Blue Cross and Blue Shield Association.