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## Notification to Providers: New BlueCard Executive Role

A BlueCard Executive role has been established to provide a central point for eligible providers to escalate certain BlueCard claim payment issues. **This initiative is part of the Provider MDL Settlement Class. As such, it is available only to providers included in the settlement class.**

### Important Details You Need to Know

#### What is the BlueCard Executive?

The BlueCard Executive is a designated senior-level role at Florida Blue who is accountable for resolving escalated issues regarding certain BlueCard claim payments. Only members of the Provider MDL Settlement Class can engage the BlueCard Executive. Providers who opted out of the settlement are not eligible to use this escalation process.

#### What claims can be escalated to the BlueCard Executive without first pursuing existing dispute and appeals processes?

BlueCard Executives can receive escalations for claims that meet the following criteria:

- Open BlueCard claims aged 45 calendar days or more from the submission date and billed charges of \$1 million or more
- Open BlueCard claims aged 60 calendar days or more from the submission date and billed charges of \$500,000 or more
- Open BlueCard claims aged 90 calendar days or more from the submission date and billed charges of \$300,000 or more

All other BlueCard issues must follow existing dispute and/or appeals processes first.

#### How do I contact the BlueCard Executive?

You can email Florida Blue's BlueCard Executive at [BlueCardExecutive@FloridaBlue.com](mailto:BlueCardExecutive@FloridaBlue.com). If the claim in question requires information or assistance from another Blue Plan, your BlueCard Executive will coordinate with the other plan to resolve the inquiry.

For additional information on the settlement, visit [bcbsprovidersettlement.com](http://bcbsprovidersettlement.com).