

# PROVIDERFACTS



BlueCross BlueShield  
of Alabama

An Independent Licensee of the Blue Cross and Blue Shield Association

November 2009

## Filing Claims for Walmart Associates




2009-048

### Changing Claims Administrators


Effective January 1, 2010, all Walmart associates nationwide will be covered by **BlueAdvantage Administrators of Arkansas**.

### Using the Correct Identification (ID) Number

New ID cards issued by BlueAdvantage Administrators of Arkansas will have a WMW prefix. Because of the number of Walmart associates impacted, it is important to ask for and photocopy a patient ID card at each visit during the next year so that you may accurately file claims for date of services January 1, 2010 and after. Following is a sample ID card:

	
_____	
Identification Number	
_____	
Group No.	
Plan Codes	021/521
RxBIN:	610575
	

Front of Card

	<b>BlueAdvantage Administrators of Arkansas</b> <small>An Independent Licensee of the Blue Cross and Blue Shield Association</small>
Hospitals or physicians: File claims with local BlueCross and/or BlueShield Plan.	
Medical Services: You may pre-notify your admission by calling the Medical Pre-notification number prior to any scheduled or non-emergency hospital admission.	
Behavioral Health Prenotification Required - Call the Behavioral Health Number.	
Associates: To find a PPO Provider in your service area or when traveling, call the Provider Locator number.	
<a href="http://www.blueadvantagearkansas.com">www.blueadvantagearkansas.com</a> Customer Service: 1-866-823-3790 Medical Prenotification: 1-800-451-7302 Behavioral Health: 1-877-709-6822 Provider Locator: 1-800-810-2583 Pharmacy Benefits*: 1-877-850-0185 Ask Mayo Clinic*: 1-800-418-0758 Life with Baby: 1-888-659-8936 Dental Benefits*: 1-800-462-5410 <small>*Not a BlueCross and BlueShield product.</small>	
<b>BlueAdvantage Administrators of Arkansas</b> P.O. Box 1460 Little Rock, AR 72203-1460 <small>BlueAdvantage Administrators of Arkansas, an independent licensee of the Blue Cross and Blue Shield Association, provides administrative claims payment services only and does not assume any financial risk or obligation with respect to claims.</small>	
D7 OOS	

Back of Card

### Provider Service Issues

Providers should continue to contact Blue Cross and Blue Shield of Alabama for assistance with claims. Electronic eligibility & benefits information can still be obtained under the new alpha prefix and contract number through your vendor software system, *ProviderAccess* or by calling 1-800-676-BLUE (2583). When a service requires pre-notification, please reference the designated telephone number on the back of the patient's ID card.

#### Important Information

The following disclaimer is applicable to all telephone inquiries and automated communications systems (i.e., InfoSolutions®, telephone, and fax) to Blue Cross and Blue Shield of Alabama:

The information provided is only general benefit information and is not a guarantee of payment. Benefits are always subject to the terms and limitations of the plan and no employee of Blue Cross and Blue Shield of Alabama has authority to enlarge or expand the terms of the plan. The availability of benefits is always conditioned upon the patient's coverage and the existence of a contract for plan benefits as of the date of service. A loss of coverage, as well as contract termination, can occur under certain circumstances. There will be no benefits available if such circumstances occur.

**Note:** Please refer to our web site, [www.bcbosal.com](http://www.bcbosal.com), for the most current benefit and policy information.