



270 – INQUIRY

Complete the following:

- 1 Payer
- 2 Provider Type
- 3 NPI
- 4 As of Date
- 5 Place of Service
- 6 Benefit/Service Type and/or CPT/HCPCS Code
- 7 Patient Search Information

Note: The CPT/HCPCS code inquiry option is for preauthorization determination only and is not a code-specific quote of benefits.

Quick Tips:

- Select* BCBSNM for local policies and OTHER for out-of-state policies
- Professional or Institutional
- Use the treating physician’s rendering NPI (Type 1)
- Use *City, State and Zip* if you have multiple organizations
- Search up to 12 months in the past or up to 1 month into the future
- Select the most appropriate service to get the most accurate return
- Include the three character pre-fix with the ID

* additional options: Blue Cross Medicare Advantage

271 – RESPONSE

Only applicable benefits will be returned

Patient Information Summary

- Patient Information
- Current Effective Date
- Subscriber Address
- Group Number
- Plan Sponsor Name (employer)
- Paid-to-Date (individual policies on and off the health insurance marketplace)
- Policy Type
- Other or Additional Payer

Coverage and Benefits Summary

- Network Status
- Patient Responsibility
- Limitations and Maximums
- Benefit Qualifiers

Pre-Authorization Info Summary

- Preauthorization requirements for the requested benefit/service type and/or CPT/HCPCS code(s)
- Preauthorization contact information

Patient History:

- Inactive Membership
- Active Membership
- Transaction Error
- Uncheck “My Patients Only” to see all
- Holds up to 200 patients for 24 hours

Grace Period:

The law mandates provision of a 3 month grace period to members receiving a government subsidy who purchase insurance on the health insurance marketplace. An indicator will return when applicable.

Benefit Description:

If additional policy information is available, messaging will display in the Coverage and Benefits tab.

Speak to an Agent:

In some instances, benefit information may not be readily available online. This feature gives priority access to the next available agent.

ONLY AVAILABLE – for medical benefits that are managed by BCBSNM (excludes vendors, government programs and labor fund carve outs).

Have questions or need additional education? Email the Provider eBusiness Consultants at pecs@bcbsnm.com Be sure to include your name, direct contact information & Tax ID or billing NPI.

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