

# BlueCross BlueShield of Tennessee Electronic Vendor Profile (Billing Agents/Clearinghouses/Vendors)

**Note:** All provider offices wanting to be set up for electronic billing are required to complete an Electronic Profile form. Electronic Profile forms can be obtained by calling Provider Network Services at 1-800-924-7141 and saying "Network Contracting" or by visiting the BlueCross BlueShield of Tennessee Web site at [bcbst.com/providers/ecommm/getting\\_started/](http://bcbst.com/providers/ecommm/getting_started/).

For ANSI format testing information, please contact the Electronic Business Service Center at 423-535-5717 or e-mail to [ecommm\\_techsupport@bcbst.com](mailto:ecommm_techsupport@bcbst.com).

## Section 1 – Client Information

I am completing this as a:       Billing Agency       Clearinghouse       Vendor

Name: \_\_\_\_\_ Federal Tax ID Number: \_\_\_\_\_  
(Name on file with Internal Revenue Service)

## Section 2 – Demographic Information

### Mailing/Correspondence Address:

Address	City	State	Zip Code
Billing Contact	Phone Number	Fax Number	E-mail Address

## Section 3 – Transactions and Version

A. All providers will be set up for the ANSI-837 claims transaction unless otherwise indicated below. Please indicate the ANSI-837 claims version to be submitted: \_\_\_\_\_. If the version is left blank, the most current version available will be set up.

Do not want ANSI-837 Claims transaction. (Check only if you do not want to be set up to transmit ANSI-837 claims.)

Please indicate any other ANSI transactions **and** version (i.e., 4010A1) to be submitted: \_\_\_\_\_

Select transactions in which you wish to be enrolled.

<input type="checkbox"/> 270 Eligibility	<input type="checkbox"/> 278 Authorization/Referral	<input type="checkbox"/> 834 Enrollment/Disenrollment	<input type="checkbox"/> 837-I Claims Submission
<input type="checkbox"/> 276 Claim Inquiry	<input type="checkbox"/> 820 Premium Payments	<input type="checkbox"/> 837-P Claims Submission	

**Important:** All responses to ANSI transactions will be delivered electronically to the submitter's Bulletin Board System (BBS) mailbox unless otherwise specified.

B. Will your office send the file(s) to BlueCross BlueShield of Tennessee?       Yes       No  
(If no, please list below who will send the file)

<b>Name</b>		<b>Federal Tax ID Number</b>	
<b>Address</b>	<b>City</b>	<b>State</b>	<b>Zip Code</b>
<b>Contact</b>	<b>Phone Number</b>	<b>Fax Number</b>	<b>E-mail Address</b>

C. Will you need separate file names for each of your clients?       Yes       No

D. Will you need separate mailboxes for each of your clients?       Yes       No

Please go to Section 6 and list all **individuals** who will be sending and/or receiving files via the BlueCross BlueShield of Tennessee Bulletin Board System (BBS).

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## Section 4 – Software Information

Type of Software (*Check all that apply*)

In-House Programmed Software    Purchased Software    Clearinghouse    Other (Please explain)\_\_\_\_\_

<b>Name of Clearinghouse or Software Company</b>		<b>Federal Tax ID Number</b>	
<b>City</b>	<b>State</b>	<b>City</b>	<b>State</b>
<b>Phone Number</b>	<b>Fax Number</b>	<b>Phone Number</b>	<b>Fax Number</b>

## Section 5 – Electronic Confirmation Reports/Electronic Payment Remittance Advice

It is the submitter’s responsibility to correct submitter level errors and to notify the provider of problems.

**Note:** If you will be retrieving the confirmation reports for your clients, it must be noted on each provider’s Electronic Provider Profile.

If you will be retrieving remittances for your clients, a letter of authorization on the provider’s letterhead will be required from each provider office.

Go to Section 6 and list all **individuals** who will be retrieving reports and/or remittances from the BlueCross BlueShield of Tennessee Bulletin Board System (BBS).

## Section 6 – Individual Access Information

List all individuals who will be accessing BlueCross BlueShield of Tennessee systems. If more space is needed, please make additional copies of this page.

Individual names are already on file.

If adding new users to access an existing mailbox, please list mailbox (es): \_\_\_\_\_

BlueCross BlueShield of Tennessee must comply with the Center for Medicare & Medicaid Services (CMS) privacy and security regulations; and assign individual IDs. It is the responsibility of the client to notify BlueCross BlueShield of Tennessee when an individual listed below leaves the employment of the client or has a legal name change. Failure to do so may result in the agreement being terminated.

**Important: All responses to ANSI transactions will be delivered electronically to the Submitter’s Bulletin Board System (BBS) mailbox unless otherwise specified.**

If adding new users, list all individual names below.

Individual Name (First Name, Middle Initial and Last Name)

**Note: To revoke an individual’s access, please fax a request to (423) 535-3334 noting the name(s) to be removed, the tax ID number and Bulletin Board System (BBS) mailbox to which they have access.**

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## Section 7 – Acknowledgement

The client sending and receiving data will:

Maintain adequate security procedures to prevent unauthorized access to data, data transmissions, security access codes, backup files or source documents.

Maintain complete, accurate and unaltered copies of all Source Documents from all Data Transmissions for not less than six (6) years.

Provide information, documents and other cooperation necessary to assist BlueCross BlueShield of Tennessee in research as it pertains to problem resolution.

Hold BlueCross BlueShield of Tennessee harmless from any and all claims, actions, damages, liabilities, costs, or expenses, including, without limitation, reasonable attorneys' fees, arising out of any act or omission of performance by provider, provider's employees, agents, or business associates.

Understand it is the provider's responsibility to obtain and maintain the BlueCross BlueShield of Tennessee Electronic Receipts Confirmation Reports as proof of receipt of claims and for timely filing purposes.

Understand it is the provider's and submitter's responsibility to retrieve the BlueCross BlueShield of Tennessee 997 Functional Acknowledgement files and the Electronic Receipts Confirmation Reports and review them for any claims rejections needing to be corrected and resubmitted.

Understand that any assigned individual User IDs should not be shared, should be used only by that individual, and should not be hard-coded into any system or script. Scripting on the Bulletin Board System is not supported due to potential security violations.

All information contained in this profile will remain in effect unless otherwise notified.

**Acknowledged By:** \_\_\_\_\_  
(Signature/Approval)

Electronic Vendor Profile Completed By: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

Company: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

**Fax to: (423) 535-7523 or mail to:**

**BlueCross BlueShield of Tennessee  
Attn: Provider Network Services 2.4 CH  
One Cameron Hill Circle, Suite 0007  
Chattanooga, TN 37402 -0007**

Please indicate how you would like to be notified once your request has been processed (Correspondence will be sent to the information listed on page 1:  Mail  Fax)

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**Section 8 – Modem Access Form**

## Dial-Up User Modem Registry Form

**All Dial-Up Users connecting to BlueCross BlueShield of Tennessee (BCBST) for the purpose of sending and receiving files electronically are now required to register their MODEM phone numbers. IMPORTANT: Failure to register your MODEM phone numbers may result in a loss of access.**

MODEM phone numbers will be used to identify connections to BCBST. This will function much like Caller ID.  
PLEASE LIST MODEM PHONE NUMBERS BELOW. For Example: 111-222-3333


<b>Tax ID:</b>	<b>Facility Name:</b>
<b>Provide Number(s):</b>	<b>Daytime Phone Number with EXT:</b>
<b>Form Completed by:</b>	<b>Date:</b>

Please fax or mail the completed form:  
**Attn: User MODEM Registry**  
**Fax: 423-535-7523**

**Mailing Address:**  
**BlueCross BlueShield of Tennessee**  
**Attn: Provider Network Services – 2.4 CH**  
**One Cameron Hill Circle, Suite 0007**  
**Chattanooga, TN 37402 -0007**

**If you have any questions, please call 1-800-924-7141, Monday through Friday, 8 a.m. to 5:15 p.m. (ET).**