

# HOW TO SUBMIT A CLAIM

When you get care from in-network providers, the provider typically submits claims to Blue Cross and Blue Shield of Texas (BCBSTX) for you. If you see an out-of-network provider, or you need to submit an in-network claim, you can submit claims yourself.

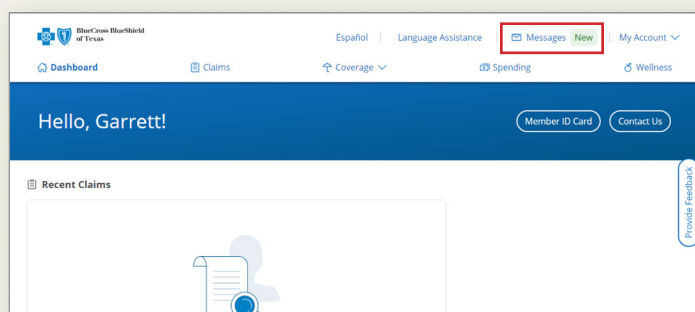
You can send a claim form to:

Blue Cross and Blue Shield of Texas  
PO Box 660044  
Dallas, TX 75266-0044

**You can also submit a claim via Blue Access for Members<sup>SM</sup> by following these steps.**

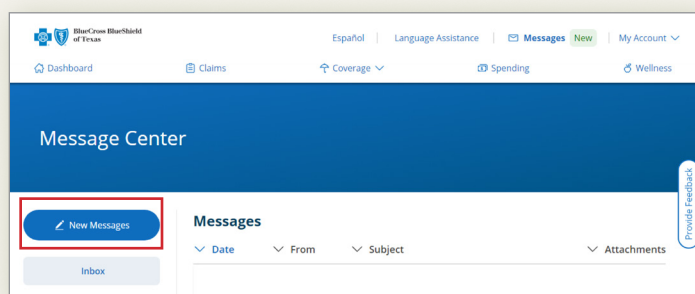
## Step 1 - Log in

Log into Blue Access for Members by clicking “Log In” in the upper right-hand corner of the HealthSelect<sup>SM</sup> website. Once logged in, click on “Messages” in the top right.



## Step 2 - Create a new message

On the Message Center page, click on the blue “New Messages” button to compose a new message.



### Step 3 - Add your attachment

The “New Message” box will appear on the right where you can attach medical bills or other documents that support your claim. You will need to fill in the following fields to submit your claim:

- In the “To” box** – choose “Claims Submission Attachments” from the dropdown options.
- “Subject” line** – type a subject line related to your inquiry, such as “submitting a claim.”
- “Add Attachment”** – click this button to add an attachment saved on your computer or external device. General information on acceptable attachment file types is listed below the “Add Attachment” button.

### Step 4 - Verify and send

After choosing the file you wish to upload, you will automatically return to the “New Message” screen where you can check to see if your file is attached. Once you’ve made sure everything is filled in correctly, click on “Send” at the bottom of the screen to complete your online claim message.

If you have any questions about the submission process or about your claim, you can call a BCBSTX Personal Health Assistant toll-free at **(800) 252-8039 (TTY: 711)**, Monday-Friday, 7 a.m.-7 p.m. and Saturday, 7 a.m.-3 p.m. CT.



BlueCross BlueShield of Texas

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