

ONLINE RESOURCES

What Can iLinkBlue Do For You?

Submitting Action Requests Efficiently

In iLinkBlue (www.lablue.com/ilinkblue), providers can submit electronic action requests to request a review of how a claim processed. When viewing a claim, click the "Action Request" button to open an electronic form that prepopulates the specific claim information. It is important to submit one action request per claim, rather than one action request per line item. This allows us to process and respond to your request in a timely manner. Please allow 10-15 working days for a response.

Eligibility and Benefits for BlueCard® Members

To research coverage information for a BlueCard member in iLinkBlue (www.lablue.com/ilinkblue), use the "BlueCard – Out of Area Members" section of the "Coverage" menu tab.

Click on "Submit Eligibility Request (270)" to submit an eligibility inquiry to the out of area member's Blue Plan. Click on View Eligibility Response (271) to access the electronic response from the member's Blue Plan. iLinkBlue retains eligibility responses for 21 days. For more details on how to access eligibility and benefits for BlueCard members, check out our guide, available online at www.lablue.com/providers, click "Resources" then "Speed Guides." This guide also includes information on our Interactive Voice Recognition (IVR) system.