

Member Payer – to – Payer FAQ’s Interoperability and Patient Access Interface

Question	Response
<b>What type of data will be transferred?</b>	<ul style="list-style-type: none"> <li>Only clinical data – lab test results, vital signs, clinical notes and current medications will be transferred.</li> </ul>
<b>How can I register on the Blue Cross member portal?</b>	<ul style="list-style-type: none"> <li>If you do not have an account on the Blue Cross member portal, please click <a href="#">this link</a> to create an account.</li> </ul>
<b>How long will it take to transfer my Blue Cross information to my new insurance carrier?</b>	<ul style="list-style-type: none"> <li>For online transfer, once you initiate the transfer of data, the new insurance carrier will receive your data within 24 hours.</li> </ul>
<b>How long will it take for my current insurance carrier to transfer data to Blue Cross?</b>	<ul style="list-style-type: none"> <li>For plans with online transfer capability, the transfer should happen within 24 hours.</li> </ul>
<b>Can I request a data transfer for a dependent who has a confidential communication flag?</b>	<ul style="list-style-type: none"> <li>No.</li> </ul>
<b>How can I transfer my data?</b>	<ul style="list-style-type: none"> <li>Click on <a href="#">this link</a> to transfer data or contact WebSupport Help Desk – 1-888-417-3479.</li> </ul>
<b>What health plans are eligible for the data transfer?</b>	<ul style="list-style-type: none"> <li>Medicare Advantage and On-Marketplace Individual plans are eligible for data transfer.</li> </ul>
<b>I am unable to transfer my Medicare Advantage data online even though I have an online member account. How can I get this information transferred to my new carrier?</b>	<ul style="list-style-type: none"> <li>To transfer information, an active member must have both a BCBSM online member account and the other carrier’s online member account.</li> <li>If you have accounts with both carriers and are still having difficulty in transferring data, please contact the WebSupport Help Desk – 1-888-417-3479.</li> </ul>
<b>I want to transfer data from my former insurance carrier, but it is not listed.</b>	<ul style="list-style-type: none"> <li>At the present time, only the insurance carriers listed are available for transfer. Please provide <a href="#">this link</a> to your former insurance carrier for registration.</li> </ul>
<b>Once I submit a request to transfer my data, can I cancel it at any time?</b>	<ul style="list-style-type: none"> <li>Because authorization and transmission occurs in real time, once the transfer of data is authorized, the transmission cannot be cancelled.</li> </ul>

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<b>Will I get a notification when the transfer of my data is complete?</b>	<ul style="list-style-type: none"><li>▪ Yes. You will be notified at the time of approval and via an email.</li></ul>
<b>How will BCBSM use my transferred data?</b>	<ul style="list-style-type: none"><li>▪ The data transferred to BCBSM may be available to you via third party apps depending on the format of the data.</li><li>▪ Any other questions regarding how BCBSM uses data can be found in the <a href="#">Notice of Privacy Practices</a></li></ul>
<b>When will I have access to my transferred data?</b>	<ul style="list-style-type: none"><li>▪ You will have access to your transferred data via third party apps within 24 hours.</li></ul>