

Provider Fee Schedules in Blue e Q & A

Fee Schedule information is now available in **Blue e** for all BCBSNC Participating Physicians, Physician Groups, or Physician Organizations who are duly licensed by a state licensing board as a Medical Doctor or as a Doctor of Osteopathy. Physicians who do not have internet access, or who wish to view a special or supplemental fee schedule, may contact their Network Management service representative to request either a CD or hard copy of their fee schedule.

General Questions

Q1. *What Fee Schedules are available through **Blue e**?*

A. Fee schedules are available in **Blue e** for CMM, HMO, and PPO lines of business.

Q2. *Who is eligible to view fee schedule information in **Blue e**?*

A. All BCBSNC Participating Physicians, Physician Groups, or Physician Organizations who are duly licensed by a state licensing board as a Medical Doctor or as a Doctor of Osteopathy with **Blue e** access may review the Fee Schedule transaction.

Q3. *If I am a participating provider other than a BCBSNC contracted Medical Doctor, how do I obtain a copy of my fee schedule?*

A. Contact your Network Management service representative for assistance.

Q4. *Why are fee schedules unavailable for Non-Participating Physicians?*

A. Non-Participating Physicians do not have an agreed upon contracted fee schedule with BCBSNC at this time.

Q5. *How do I find out about allowances for past service codes?*

A. The fee schedule transaction only displays current fee schedules. If you need information about past allowed amounts please contact your Network Management service representative for assistance.

Q6. *Can I still print out a full fee schedule?*

A. Yes. Select the option for viewing your full fee schedule and once the full fee schedule is displayed select the option to print the document.

Q7. *What if I have two fee schedules?*

A. Both fee schedules, facility and non-facility, will be displayed in separate columns. You will need to scroll down to view both fee schedules as one is displayed after the other.

Q8. *What if I am unable to locate a specific service code on my fee schedule?*

A. If you are unable to locate a specific code you are searching for you may contact your Network Management service representative for assistance.

Q9. *What if I need to request a special or supplemental fee schedule?*

A. If you need to request a special or supplemental fee schedule you may contact your Network Management service representative to request either a CD or hard copy of the fee schedule.

Q10. *What should I do if I cannot determine which provider name to select from the drop down list?*

A. If you are unable to determine which name to select, please contact your Network Management service representative for assistance.

Q11. *If I key in a modifier, will this reduce my services or show me the reduced fee schedule?*

A. The fee schedule transaction does not allow the user to key in a modifier. If any modifier is associated with any service code it is displayed in the modifier column. The user is not able to view any reduced fee schedule rate. The provider can access Clear Claims Connection for how modifiers effect payment and can also reference the modifier guidelines located at www.bcbsnc.com.

If you have any additional questions related to your fee schedule, please contact your [Network Management service representative](#).