



## State of New Hampshire Insurance Department

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**FOR IMMEDIATE RELEASE**

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### **New Hampshire Insurance Department Releases Frequently Asked Questions Document Regarding Anthem's BlueCard**

**CONCORD, NH (September 14, 2022)** – Today, the New Hampshire Insurance Department (NHID) has released a consumer Frequently Asked Questions (FAQ) document regarding the Blue Cross Blue Shield “BlueCard” program.

The BlueCard Program connects participating healthcare providers and the independent Blue Cross and Blue Shield Plans – both in New Hampshire and across the country – with a single electronic network for claims processing and reimbursement.

Deputy Insurance Commissioner D.J. Bettencourt and Life & Health Director Jason Dexter issued the following statement following the release of the FAQ for health providers billing claims through Anthem's BlueCard Program:

“The New Hampshire Insurance Department's Consumer Division has recently experienced a significant increase in health provider and consumer inquiries related to confusion over how to properly bill through the Blue Card program for patient claims. Our partners at Anthem regularly host trainings to assist in answering questions and distributing information, but we know that billing systems can be complex and daunting, especially for small health care providers. We hope this document can become a valuable, practical, and simple resource to ensure that providers have the information they need to get claims paid for their patients through the BlueCard program in a timely manner.”

A copy of the Frequently Asked Questions document can be found at [www.nh.gov/insurance/media/pr/2022/documents/20220912-bluecardfaq.pdf](http://www.nh.gov/insurance/media/pr/2022/documents/20220912-bluecardfaq.pdf).

**The New Hampshire Insurance Department Can Help**

The New Hampshire Insurance Department's mission is to promote and protect the public good by ensuring the existence of a safe and competitive insurance marketplace through the development and enforcement of the insurance laws of the State of New Hampshire. Contact us with any questions or concerns you may have regarding your insurance coverage at 1-800- 852-3416 or (603) 271-2261, or by email at [consumerservices@ins.nh.gov](mailto:consumerservices@ins.nh.gov). For more information, visit <https://www.nh.gov/insurance>.

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