



CLAIMS EFILING TOOL

How-To-Guide

Contents

Introduction	2
Accessing the tool in Your myBlue Account	2
How to Submit a New Claim	3
Type of Claim	3
Patient.....	4
Other Coverage Information.....	6
Accident or Workers Comp Related.....	6
Claim Information	7
Supporting Documentation	7
Review and Submit	8
Email Notification.....	9
Correct and View Claims in Your myBlue Account	9
Access the tool at BCBSMS.com	12
Federal Employee Program and Postal Health Service Program Members	12
Local and State Health Plan Members.....	13
How to Submit a New Claim	14
Member Information	14
Type of Claim	15
Personal Information	16
Other Coverage Information.....	17
Accident or Workers Comp Related.....	17
Claim Information	18
Supporting Documentation	18
Review and Submit Claim	19
Email Notification.....	19
Correct Claims at BCBSMS.com	20
Contact Us	22

Introduction

Beginning January 1, 2025, you now have the ability to submit claim information electronically to BCBSMS. The Claims eFiling Tool is a web based product that Members and Dependents can use to enter claims information and transmit to BCBSMS electronically. The Claims eFiling Tool is intended to eliminate the need for you to manually complete the Subscriber claim form and mail to BCBSMS.

If you have a *myBlue* account, you may log in to your account to access and submit your claim. If you do not have an account, you may register through the 'I'm a Member' tab and click 'Register Now', or you may access the Claims eFiling Tool through BCBSMS.com.

Below you will find a step-by-step guide on how to access and submit a claim through your *myBlue* member account and through BCBSMS.Com.

Accessing the tool in Your *myBlue* Account

If you are registered for a *myBlue* account, you can access the eClaims Filing Tool by logging in to your account and selecting the "Your eFilings" tab.

The screenshot displays the BlueCross BlueShield of Mississippi website. At the top left is the logo with the tagline "It's good to be Blue." and navigation links for "About Us", "Media", "Careers", and "Site Map". A search bar is located at the top right. A blue navigation bar contains five tabs: "Be Healthy", "I'm a Member", "I'm a Provider", "I'm an Employer", and "Find Coverage". The "myBlue | Login" section on the left includes a dropdown menu for "I am a ..." (set to "Member"), fields for "Username" and "Password", and buttons for "Login", "Register Now", and "Forgot Username or Password". The main content area features a "Women's Wellness" banner with a photo of a doctor and a woman, a link to "Click here to see our Women's Wellness campaign", and a "View Available Coverage Options" section with "Open Enrollment" and "Get a Quote Now" buttons. Below the banner are three columns: "Blue Primary Care" (Your home for wellness), "Blue Cross & Blue Shield Foundation" (Supporting food banks across the state), and "Exercise Move Toward Better Health" (Enjoy the many benefits of regular exercise with expert advice from our fitness professionals). Each column has a "Learn More" button.

How to Submit a New Claim

Here, you can submit a new claim, correct existing claims, or view previously submitted claims.

To begin submitting a claim, select the 'Submit New Claim' tab from the options.

The screenshot shows the myBlue website interface. At the top left is the BlueCross BlueShield of Mississippi logo with the tagline "It's good to be Blue." and the myBlue logo. A navigation bar contains links for Home, Your Benefits, Your Claims, Your Rx, Your Health, Your Info, Your Messages, and Your eFilings. The main heading is "Claims eFiling" with three buttons: "Submit New Claim", "Correct Existing Claims", and "Previously Submitted Claims". Below the buttons is a customer service contact number and copyright information.

Type of Claim

Select the type of claim being submitted from the list below. Then press continue.

- a. Prescription Drug
- b. Medical
- c. Hospital
- d. Dental

The screenshot shows the "Select Claim Type" page on the myBlue website. It features the same header and navigation bar as the previous page. Below the heading "Claims eFiling" is a brief instruction: "To complete this you will need to gather all relevant information about the claim and any documents, such as a receipt or itemized bill, ready to upload. To begin, select your claim type then continue." A blue bar contains the heading "Select Claim Type" above a list of radio button options: "Drug", "Medical (Physician, Lab, X-Ray, Vision/Hearing)", "Hospital", and "Dental". "Cancel & Exit" and "Continue" buttons are at the bottom right. The footer contains the same customer service contact information and copyright notice.

Patient

Select the patient the claim is being submitted on. Then press continue.

BlueCross BlueShield of Mississippi
It's good to be Blue.

myBlue

Log Out

Home Your Benefits Your Claims Your Rx Your Health Your Info Your Messages Your eFilings

Claims eFiling

Please select one of the following members:

	Name	Age	Birth Date
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]

[Cancel & Exit](#) [Continue](#)

If you have a question about the myBlue website, please call our Customer Service Center at 601-664-4590 or 1-800-942-0278, Monday-Friday, 8:00 am to 4:30 pm.
Copyright © 2007-2025, Blue Cross & Blue Shield of Mississippi, A Mutual Insurance Company. All Rights Reserved.
An independent licensee of the Blue Cross & Blue Shield Association. [Contact Us](#) • [Terms & Conditions](#)

After you select the patient, the insured and patient information will be pre-populated.

The screenshot shows the 'Claims eFiling' interface for Blue Cross Blue Shield of Mississippi. The page title is 'Claims eFiling Personal Information' with a note that 'All fields are required.' A progress bar at the top indicates four steps: 1. Personal Info (active), 2. Other Insurer, 3. Claim Info, and 4. Documentation. The form is divided into two main sections: 'Insured Information' and 'Patient Information'. Each section contains fields for BCBSMS ID Number, Group Number, First Name, MI, Last Name, Date of Birth, Sex (Male/Female), Street Address, Suite/Apt Number, City, State (MS), Zip Code (39110), Phone Number, and Email Address. The 'Patient Information' section also includes a 'Patient Relation to Insured' field with 'SUBSCRIBER' selected. At the bottom right, there are 'Cancel & Exit' and 'Continue' buttons. A footer contains contact information and copyright details for 2007-2024.

You will have the option to enter a cell phone number if you would like to receive text alerts, however, if you do not provide an email address, you cannot continue with the claims submission. A valid email address is required to submit a claim.

Claims eFiling Tool – How To Guide

Personal Information

All fields are required.

1 Personal Info 2 Other Insurer 3 Claim Info 4 Documentation

Insured Information

BCBSMS ID Number

Group Number

First Name: MI: Last Name:

Date of Birth: Sex: Male Female

Street Address: Suite/Apt Number: (optional)

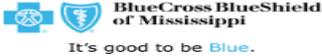
City: State: Zip Code:

Phone Number Email Address:

Email address is required.

Other Coverage Information

You will verify other insurance and/or Medicare coverage.

 **myBlue** Log Out

Home Your Benefits Your Claims Your Rx Your Health Your Info Your Messages Your eFilings

Claims eFiling

Other Insurer

All fields are required.

1 Personal Info 2 Other Insurer 3 Claim Info 4 Documentation

Other Insurance

Is the patient covered by any other group health insurance plan?

Yes

No

Is the patient entitled to Medicare Benefits?

Part A

Yes

No

Part B

Yes

No

[Cancel & Exit](#) [Continue](#)

If you have a question about the myBlue website, please call our Customer Service Center at 601-664-4590 or 1-800-942-0278, Monday-Friday, 8:00 am to 4:30 pm.

Copyright © 2007-2024, Blue Cross & Blue Shield of Mississippi, A Mutual Insurance Company. All Rights Reserved.
An independent licensee of the Blue Cross & Blue Shield Association. [Contact Us](#) • [Terms & Conditions](#)

Accident or Workers Comp Related

You will verify if the claim is related to an accident or workers comp.

Claims eFiling Tool – How To Guide

BlueCross BlueShield of Mississippi
It's good to be Blue.

myBlue

Log Out

Home Your Benefits Your Claims Your Rx Your Health Your Info Your Messages Your eFilings

Claims eFiling

Claim Information

All fields are required.

1 Personal Info 2 Other Insurer 3 Claim Info 4 Documentation

Accident/Injury Type

Is the accident/injury related to:

Patient's Employment:

Yes
 No

Auto Accident:

Yes
 No

Other Accident/Injury:

Yes
 No

Claim Information

Enter your claim information.

Diagnostic Information

Date of Service: 12/09/2024 to 12/09/2024

Diagnoses Codes:

Code	Delete
cough	
Runny Nose	

ADD DIAGNOSIS CODE

Charges:

Charge
\$ 200.00

ADD CHARGE

Description of the Services:
Office visit and shot.

Physician Rendering/Performing NPI: 1236547891

Physician Billing NPI: 9874563211

Physician or Prescriber Name: Dr one

Physician City: Hattiesburg State: MS Physician ZIP: 39401

Cancel & Exit Continue

Supporting Documentation

Upload your documentation to support the claim.

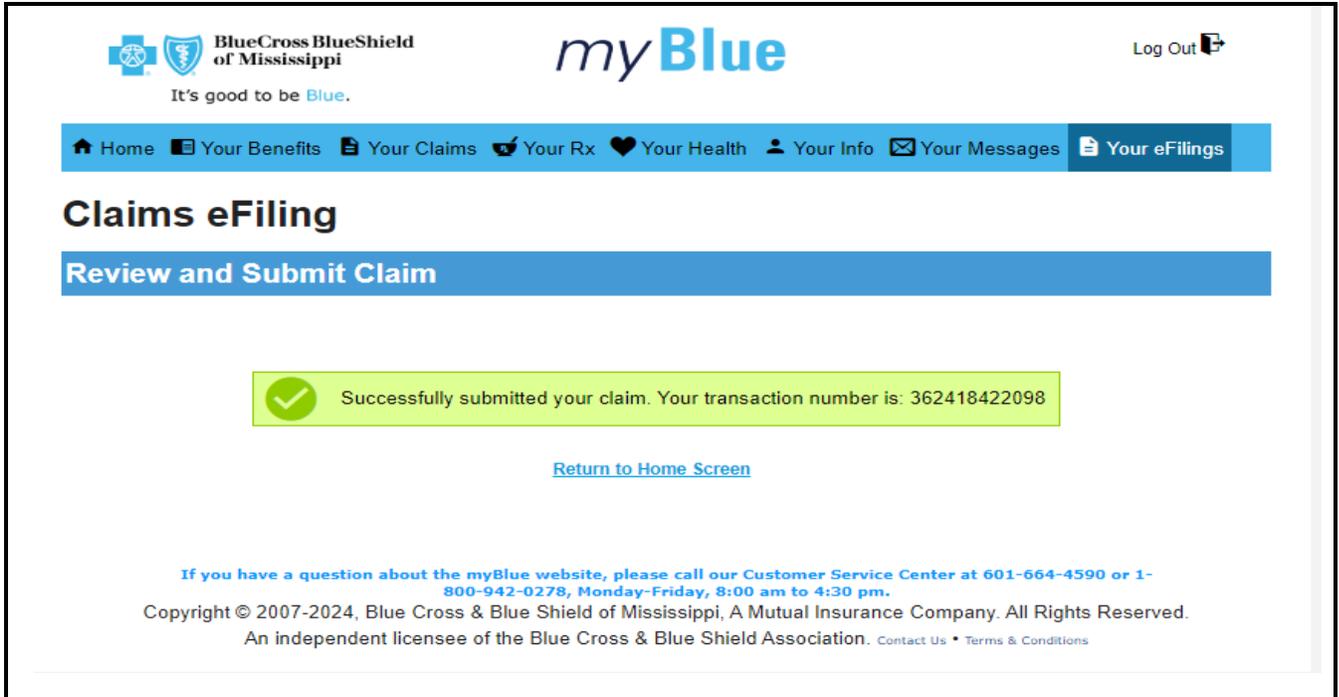
The screenshot shows the 'Claims eFiling' process on the myBlue website. At the top, there is a navigation bar with links for Home, Your Benefits, Your Claims, Your Rx, Your Health, Your Info, Your Messages, and Your eFilings. The 'Claims eFiling' section is active, and a progress indicator shows four steps: 1. Personal Info, 2. Other Insurer, 3. Claim Info, and 4. Documentation (which is highlighted in blue). Below the progress indicator, the 'Documentation' step is detailed. It instructs users to 'Submit Documentation below (this can include a receipt, itemized bill, etc.):' and notes that 'All fields are required.' Each supporting document must be smaller than 10 MB and in a supported filetype (.pdf, .jpeg, or .png). Up to 5 supporting documents are allowed. A dashed box contains the text 'Drag and Drop File(s) Here to Upload' or a 'Select File(s)' button. A file named '000008.pdf' is shown as being uploaded. At the bottom right of the dashed box are 'Cancel & Exit' and 'Continue' buttons. A footer contains contact information for the Customer Service Center and copyright information for Blue Cross & Blue Shield of Mississippi.

Review and Submit

You will have one final time to review the claim and make changes.

The screenshot shows the 'Review and Submit Claim' step on the myBlue website. The navigation bar is the same as in the previous screenshot. The 'Claims eFiling' section is active, and the 'Review and Submit Claim' step is highlighted in blue. Below the header, it instructs users: 'After entering claim information, you may verify data entered and/or change data entered.' It provides two numbered steps: 1. Click on the screen listed in the 'menu options' listed below to navigate to that page to make changes. 2. Once data has been verified and/or changed, please click Submit. Below this text are three buttons: 'Other Insurance Information', 'Claim Information', and 'Documentation'. At the bottom right are 'Cancel & Exit' and 'Submit' buttons. A footer contains contact information for the Customer Service Center and copyright information for Blue Cross & Blue Shield of Mississippi.

Submit the claim once all changes are finalized. You will receive a transaction number to refer back to.



Email Notification

Once you have submitted the claim, you will receive an email confirming that the claim has been received.

Correct and View Claims in Your myBlue Account

If BCBSMS determines additional information is required to process your claim, you will receive an email requesting additional information. Follow the steps below to correct your claim.

If you submitted the claim through your myBlue account, log in to your account and follow the steps below. In your account, you can also select the "Previously Submitted Claims" to view a status of each claim submitted.

Select “Correct Existing Claims” under the “Your eFilings” tab.

BlueCross BlueShield of Mississippi
It's good to be Blue.

myBlue

Log Out

Home Your Benefits Your Claims Your Rx Your Health Your Info Your Messages **Your eFilings**

Claims eFiling

Submit New Claim Correct Existing Claims Previously Submitted Claims

If you have a question about the myBlue website, please call our Customer Service Center at 601-664-4590 or 1-800-942-0278, Monday-Friday, 8:00 am to 4:30 pm.

Copyright © 2007-2025, Blue Cross & Blue Shield of Mississippi, A Mutual Insurance Company. All Rights Reserved.
An independent licensee of the Blue Cross & Blue Shield Association. [Contact Us](#) • [Terms & Conditions](#)

You will select the Patient in which the claim was submitted.

BlueCross BlueShield of Mississippi
It's good to be Blue.

myBlue

Log Out

Home Your Benefits Your Claims Your Rx Your Health Your Info Your Messages **Your eFilings**

Claims eFiling

Please select one of the following members:

	Name	Age	Birth Date
<input type="radio"/>	[REDACTED]	[REDACTED]	[REDACTED]
<input type="radio"/>	[REDACTED]	[REDACTED]	[REDACTED]
<input type="radio"/>	[REDACTED]	[REDACTED]	[REDACTED]
<input type="radio"/>	[REDACTED]	[REDACTED]	[REDACTED]
<input type="radio"/>	[REDACTED]	[REDACTED]	[REDACTED]

[Cancel & Exit](#)

If you have a question about the myBlue website, please call our Customer Service Center at 601-664-4590 or 1-800-942-0278, Monday-Friday, 8:00 am to 4:30 pm.

Copyright © 2007-2025, Blue Cross & Blue Shield of Mississippi, A Mutual Insurance Company. All Rights Reserved.
An independent licensee of the Blue Cross & Blue Shield Association. [Contact Us](#) • [Terms & Conditions](#)

Claims eFiling Tool – How To Guide

You will see a list of Transaction IDs and the status of each. Select the corresponding Transaction ID for the claim you would like to correct.

The screenshot shows the myBlue website interface. At the top left is the BlueCross BlueShield of Mississippi logo with the tagline "It's good to be Blue." The top right has a "Log Out" button. A navigation bar contains links for Home, Your Benefits, Your Claims, Your Rx, Your Health, Your Info, Your Messages, and Your eFilings. The main heading is "Claims eFiling". Below it is a table with three columns: Transaction ID, Date, and Status.

Transaction ID	Date	Status
992536121758	01/02/2025 11:15 AM	Additional Information Required, Pending Fax Rcpt
366403251688	12/31/2024 10:25 AM	Received
366414221662	12/31/2024 10:22 AM	Received
358409071696	12/23/2024 10:07 AM	Received
356432430147	12/21/2024 07:43 PM	Received
356437410189	12/21/2024 07:41 PM	Received
	12/21/2024 07:54 AM	Additional Information Required, Pending Fax Rcpt

Below the table is a "Back" button. At the bottom, there is a customer service contact number and copyright information.

You will be presented with the claim and will select the tab for the information you wish to correct and submit.

The screenshot shows the "Review and Submit Claim" page in the myBlue system. It features the same header and navigation as the previous screenshot. The main heading is "Claims eFiling" followed by "Review and Submit Claim". Below this is a sub-heading "After entering claim information, you may verify data entered and/or change data entered." and a numbered list of instructions: 1. Click on the screen listed in the 'menu options' listed below to navigate to that page to make changes. 2. Once data has been verified and/or changed, please click Submit. There are three tabs: "Other Insurance Information", "Claim Information", and "Documentation". At the bottom right, there are "Cancel & Exit" and "Submit" buttons. The footer contains the same customer service contact information and copyright notice.

After you have corrected the claim information and uploaded the documentation, you will press submit.

You will then receive an email confirming the information was received.

Access the tool at BCBSMS.com

Federal Employee Program and Postal Health Service Program Members

If you are a member of the Federal Employee Program or Postal Health Service Program, you can access the tool by following the steps below.

1. Navigate to BCBSMS.com
2. Select the “I’m a Member” tab
3. Select the “Federal Employee Program” link

The screenshot shows the BCBSMS.com website. At the top, there is a navigation bar with links for 'About Us', 'Media', 'Careers', and 'Site Map'. Below this is a search bar. The main navigation tabs include 'Be Healthy', 'I'm a Member', 'I'm a Provider', 'I'm an Employer', and 'Find Coverage'. The 'I'm a Member' tab is selected, and the page title is 'I'm a Member'. The main content area features a section titled 'Leading the Way with Wellness' with introductory text about the Blue Cross & Blue Shield of Mississippi member experience. To the right, there is a 'myBlue | Login' section with a dropdown menu set to 'Member', fields for 'Username' and 'Password', and a 'Login' button. Below the login section is a list of links: 'Find a Blue Primary Care Home', 'be RxSmart', 'Community PLUS Pharmacy Search', 'State & School Health Plan', and 'Federal Employee Program'. A red arrow points to the 'Federal Employee Program' link. Below this list is a 'Member Links' section with links for 'Case Management', 'Continuity of Care Request Form', 'Contraceptive Coverage Exception Form', 'eClaims Filing Tool', and 'Electronic Communication Notice'. A large graphic in the center of the page reads 'Blue Primary Care' and 'Find my Blue Primary Care Home'.

Claims eFiling Tool – How To Guide

Scroll to the bottom of the page to the “eClaims Filing Tool” section. This provides an overview and frequently asked questions of the eClaims Filing Tool. Select “Click here” to access the tool.

eClaims Filing Tool

Subscriber eClaims Filing Tool is a web based product that Subscribers or Dependents can use to enter claims information and transmit them to BCBSMS electronically. To submit your claim, click on Subscriber eClaims Filing Tool.

If you have questions about the eClaims Filing Tool, review the information below or contact our Customer Support Team at 1-800-932-7724 or 601-932-4252. [Click here](#) to access the eClaims Filing Tool.

- ▼ How do I submit my claims electronically?
- ▼ Once I submit my claim information, how long will it take to process?
- ▼ Will I be notified when my claim is received?
- ▼ How can I check the status of my claim?
- ▼ How will I know when my claim has been processed?
- ▼ How will I know if I owe anything to my Provider?

[About Us](#) [Careers](#) [Terms of Use](#) [Privacy Practices](#) [Accreditation](#) [Site Map](#)

Copyright © 2007-2025, Blue Cross & Blue Shield of Mississippi, A Mutual Insurance Company. All Rights Reserved. An independent licensee of the Blue Cross and Blue Shield Association.

Local and State Health Plan Members

If you are a local or State Health Plan member, you can access the tool by following the steps below.

1. Navigate to BCBSMS.com
2. Select the “I’m a Member” tab
3. Select the “eClaims Filing Tool” link

BlueCross BlueShield of Mississippi
It's good to be Blue.

[About Us](#) [Media](#) [Careers](#) [Site Map](#)

Search the site

Be Healthy **I'm a Member** **I'm a Provider** **I'm an Employer** **Find Coverage**

I'm a Member

Leading the Way with Wellness

With Blue Cross & Blue Shield of Mississippi, you have a partner along your personal wellness journey. Your first step as a Blue Cross & Blue Shield of Mississippi member should be to schedule your annual wellness visit with a Blue Primary Care Home. This visit is covered at no out-of-pocket cost and is the foundation of a healthy life.

Your Blue Primary Care Home serves as your "home" for every care need from the sniffles or sprains to annual check-ups and management of health risks like blood pressure, cholesterol and blood sugar. Your Blue Primary Care Home can also provide wellness coaching support for reaching health goals and care coordination guidance when specialty care is needed.

When you choose a Blue Primary Care Home, you can expect a patient experience that is centered around you and how you can live your healthiest life. Through a relationship with your Blue Primary Care Network Provider and clinic care team, you'll have just what you need to maintain or improve your health at every stage of your wellness journey.

myBlue

For everything related to your benefit plan, log in to our secure myBlue member portal. With myBlue you can access claims history, prescription drug information, update your personal information, receive electronic EOBs and more! Use the myBlue login above.

Your Partner

As your partner along your personal wellness journey, Blue Cross & Blue Shield of Mississippi is here to help you be and feel your best... because it's about you, your health and your life.

Blue Primary Care

« Find my Blue Primary Care Home »

myBlue | Login

I am a ...
Member

Username

Password

Login

Register Now
Forgot Username or Password

- Find a Blue Primary Care Home
- be RxSmart
- Community PLUS Pharmacy Search
- State & School Health Plan
- Federal Employee Program

Member Links

- [Case Management >](#)
- [Continuity of Care Request Form >](#)
- [Contraceptive Coverage Exception Form >](#)
- [eClaims Filing Tool >](#)
- [Electronic Communication Notice >](#)

Claims eFiling Tool – How To Guide

This page provides an overview and frequently asked questions of the eClaims Filing Tool. Select “Click here” to access the tool.

The screenshot shows the BlueCross BlueShield of Mississippi website. The navigation bar includes "Be Healthy", "I'm a Member", "I'm a Provider", "I'm an Employer", and "Find Coverage". The "I'm a Member" tab is selected. The main heading is "eClaims Filing Tool". Below this, there is a description of the tool and a "Frequently Asked Questions" section. A red arrow points to the first question: "How do I sign up to submit my claims electronically?". To the right, there is a "myBlue | Login" section with a dropdown menu set to "Member", fields for "Username" and "Password", and a "Login" button. Below the login section are links for "Register Now" and "Forgot Username or Password". At the bottom right, there are several service links: "Find a Blue Primary Care Home", "be RxSmart", "Community PLUS Pharmacy Search", "State & School Health Plan", and "Federal Employee Program".

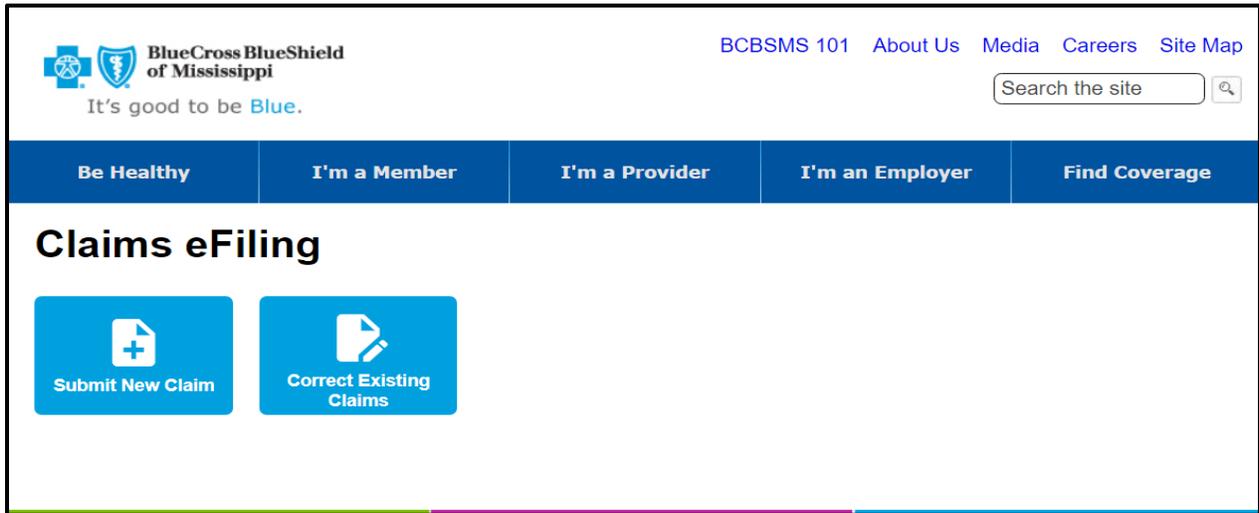
How to Submit a New Claim

Member Information

If you are entering your claim through BCBSMS.Com you will start by entering your member or patient information. Fill out all of the fields indicated on the screen.

The screenshot shows the "Claims eFiling" page on the BlueCross BlueShield of Mississippi website. The navigation bar is the same as in the previous screenshot. The main heading is "Claims eFiling". Below this, there is a description of the process and a "Member Information" section. The form includes fields for "Insured ID Number", "First Name:", "Last Name:", "ZIP:", and "Date of Birth:" (with a date picker set to "mm/dd/yyyy"). A "Continue" button is located at the bottom right of the form. At the bottom of the page, there are links for "About Us", "Careers", "Terms of Use", "Privacy Practices", "Accreditation", and "Site Map". The footer contains copyright information: "Copyright © 2007-2025, Blue Cross & Blue Shield of Mississippi, A Mutual Insurance Company. All Rights Reserved. An independent licensee of the Blue Cross and Blue Shield Association."

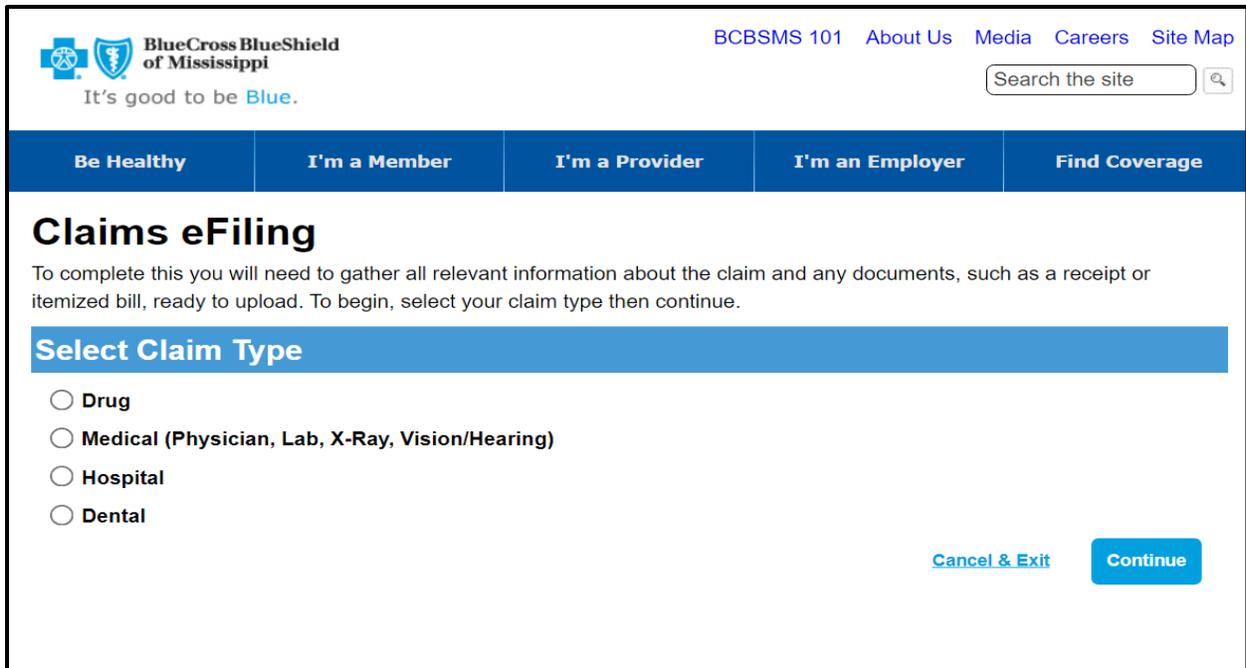
Select “Submit New Claim”



Type of Claim

Select the type of claim being submitted from the list below. Then press continue.

- e. Prescription Drug
- f. Medical
- g. Hospital
- h. Dental



Personal Information

Fill out all of the fields on the Personal Information section. A valid email address is required to submit a claim.

The screenshot displays the 'Claims eFiling' interface for BlueCross BlueShield of Mississippi. At the top, the logo and tagline 'It's good to be Blue.' are visible, along with navigation links for 'BCBSMS 101', 'About Us', 'Media', 'Careers', and 'Site Map'. A search bar is located in the top right corner. Below the navigation bar, there are five tabs: 'Be Healthy', 'I'm a Member', 'I'm a Provider', 'I'm an Employer', and 'Find Coverage'. The main heading is 'Claims eFiling', followed by the sub-heading 'Personal Information'. A progress indicator shows four steps: 'Personal Info' (1), 'Other Insurer' (2), 'Claim Info' (3), and 'Documentation' (4). A red note states 'All fields are required.' The 'Insured Information' section includes fields for BCBSMS ID Number, Group Number, First Name, MI, Last Name, Date of Birth, Sex (Male/Female), Street Address, Suite/Apt Number, City, State (MS), Zip Code, Phone Number, and Email Address. The 'Patient Information' section includes fields for First Name, MI, Last Name, Date of Birth, Sex (Male/Female), Street Address, Suite/Apt Number, City, State (MS), Zip Code, Phone Number, and Patient Relation to Insured (SUBSCRIBER). At the bottom right, there are 'Cancel & Exit' and 'Continue' buttons.

Other Coverage Information

Verify if you have other insurance and/or Medicare coverage.

The screenshot shows the 'Other Insurer' step of the Claims eFiling process. At the top, the BlueCross BlueShield of Mississippi logo and navigation links (BCBSMS 101, About Us, Media, Careers, Site Map) are visible. A search bar is located in the top right. Below the navigation bar, the 'Claims eFiling' section is active, with a progress indicator showing four steps: Personal Info (1), Other Insurer (2), Claim Info (3), and Documentation (4). The 'Other Insurance' section contains the following questions and options:

- Is the patient covered by any other group health insurance plan?
 Yes
 No
- Is the patient entitled to Medicare Benefits?
Part A
 Yes
 No
Part B
 Yes
 No

Buttons for 'Cancel & Exit' and 'Continue' are located at the bottom right of the form.

Accident or Workers Comp Related

You will verify if the claim is related to an accident or workers comp.

The screenshot shows the 'Claim Information' step of the Claims eFiling process. At the top, the BlueCross BlueShield of Mississippi logo and navigation links (BCBSMS 101, About Us, Media, Careers, Site Map) are visible. A search bar is located in the top right. Below the navigation bar, the 'Claims eFiling' section is active, with a progress indicator showing four steps: Personal Info (1), Other Insurer (2), Claim Info (3), and Documentation (4). The 'Accident/Injury Type' section contains the following questions and options:

- Is the accident/injury related to:
Patient's Employment:
 Yes
 No
Auto Accident:
 Yes
 No
Other Accident/Injury:
 Yes
 No

Claims eFiling Tool – How To Guide

Claim Information

Enter the claim information.

Diagnostic Information

Date of Service: to

Diagnoses Codes:

Code
Flu

[ADD DIAGNOSIS CODE](#)

Charges:

Charge
\$ 200.00

[ADD CHARGE](#)

Description of the Services:

Physician Rendering/Performing NPI:

Physician Billing NPI:

Physician or Prescriber Name:

Physician City: State: Physician ZIP:

[Cancel & Exit](#) [Continue](#)

Supporting Documentation

Upload documentation to support the claim.

BlueCross BlueShield of Mississippi
It's good to be Blue.

BCBSMS 101 About Us Media Careers Site Map

Search the site

Be Healthy I'm a Member I'm a Provider I'm an Employer Find Coverage

Claims eFiling

Documentation

All fields are required.

1 Personal Info 2 Other Insurer 3 Claim Info 4 Documentation

Documentation

Submit Documentation below (this can include a receipt, itemized bill, etc.):

Each supporting document must be smaller than 10 MB, and must be a supported file type (pdf, jpeg, or png).

Up to 5 supporting documents are allowed.

Drag and Drop File(s) Here to Upload
or
[Select File\(s\)](#)

000011.pdf

[Cancel & Exit](#) [Continue](#)

Review and Submit Claim

You will have one final time to review the claim and make changes.

The screenshot shows the top navigation bar with the BlueCross BlueShield of Mississippi logo and tagline 'It's good to be Blue.' on the left, and links for 'BCBSMS 101', 'About Us', 'Media', 'Careers', and 'Site Map' on the right. A search box is also present. Below the navigation bar is a menu with five options: 'Be Healthy', 'I'm a Member', 'I'm a Provider', 'I'm an Employer', and 'Find Coverage'. The main heading is 'Claims eFiling', followed by a sub-heading 'Review and Submit Claim' in a blue bar. Below this, there is instructional text: 'After entering claim information, you may verify data entered and/or change data entered.' followed by two numbered steps: '1. Click on the screen listed in the 'menu options' listed below to navigate to that page to make changes.' and '2. Once data has been verified and/or changed, please click Submit.' There are three buttons: 'Other Insurance Information', 'Claim Information', and 'Documentation'. At the bottom right, there are two buttons: 'Cancel & Exit' and 'Submit'.

When you have reviewed your information and are ready to submit the claim, press submit. You will receive a transaction number to refer back to.

The screenshot shows the same top navigation bar as the previous page. The main heading is 'Claims eFiling', followed by a sub-heading 'Review and Submit Claim' in a blue bar. Below this, there is a green confirmation box with a checkmark icon and the text: 'Successfully submitted your claim. Your transaction number is: 992540232113'. At the bottom center, there is a blue link that says 'Return to Home Screen'.

Email Notification

Once you submit a claim, you will receive an email that the claim has been received.

Correct Claims at BCBSMS.com

If BCBSMS determines additional information is required to process your claim, you will receive an email requesting additional information. Follow the steps below to correct your claim.

To correct your existing claims, you can navigate back to the tool either through BCBSMS.com or through the link provided in the confirmation email.

You will need to input your Member information.

The screenshot shows the BCBSMS website's Claims eFiling section. At the top, there is a navigation bar with links for 'About Us', 'Media', 'Careers', and 'Site Map', along with a search box. Below this is a menu with five tabs: 'Be Healthy', 'I'm a Member', 'I'm a Provider', 'I'm an Employer', and 'Find Coverage'. The 'I'm a Member' tab is selected. The main heading is 'Claims eFiling', followed by a brief instruction: 'To complete this you will need to gather all relevant information about the claim and any documents, such as a receipt or itemized bill, ready to upload. To begin, select your claim type then continue.' Below this is a blue bar labeled 'Member Information'. The form contains several input fields: 'Insured ID Number', 'First Name', 'Last Name', 'ZIP', and 'Date of Birth' (with a dropdown for the format 'mm/dd/yyyy'). A 'Continue' button is located at the bottom right of the form. At the bottom of the page, there is a footer with links for 'About Us', 'Careers', 'Terms of Use', 'Privacy Practices', 'Accreditation', and 'Site Map', along with a copyright notice: 'Copyright © 2007-2025, Blue Cross & Blue Shield of Mississippi, A Mutual Insurance Company. All Rights Reserved. An independent licensee of the Blue Cross and Blue Shield Association.'

You will select 'Correct Existing Claims' Tab to submit additional information.

The screenshot shows the BCBSMS website's Claims eFiling section. At the top, there is a navigation bar with links for 'BCBSMS 101', 'About Us', 'Media', 'Careers', and 'Site Map', along with a search box. Below this is a menu with five tabs: 'Be Healthy', 'I'm a Member', 'I'm a Provider', 'I'm an Employer', and 'Find Coverage'. The 'I'm a Member' tab is selected. The main heading is 'Claims eFiling'. Below this are two blue buttons: 'Submit New Claim' (with a plus icon) and 'Correct Existing Claims' (with a document icon and a pencil). At the bottom of the page, there is a footer with links for 'About Us', 'Careers', 'Terms of Use', 'Privacy Practices', 'Accreditation', and 'Site Map', along with a copyright notice: 'Copyright © 2007-2025, Blue Cross & Blue Shield of Mississippi, A Mutual Insurance Company. All Rights Reserved. An independent licensee of the Blue Cross and Blue Shield Association.'

You will need to enter the Transaction ID from the email and click 'search' in order to access the claim.

BlueCross BlueShield of Mississippi
It's good to be Blue.

BCBSMS 101 About Us Media Careers Site Map

Search the site

Be Healthy I'm a Member I'm a Provider I'm an Employer Find Coverage

Claims eFiling

Transaction ID:

Search

Back

You will be presented with the claim and will select the tab for the information you wish to change and submit.

BlueCross BlueShield of Mississippi
It's good to be Blue.

BCBSMS 101 About Us Media Careers Site Map

Search the site

Be Healthy I'm a Member I'm a Provider I'm an Employer Find Coverage

Claims eFiling

Review and Submit Claim

After entering claim information, you may verify data entered and/or change data entered.

1. Click on the screen listed in the 'menu options' listed below to navigate to that page to make changes.
2. Once data has been verified and/or changed, please click Submit.

Other Insurance Information Claim Information Documentation

Cancel & Exit Submit

After you have corrected the claim information and uploaded documentation, you will press submit.

You will receive an email confirming the information was received.

Contact Us

If you have any questions or need assistance using the Claims eFiling Tool, please contact Customer Service at the number listed below:

- If you have a **Mississippi's State & School Employee Health Plan**, please call Customer Service at **601-664-5300 or 1-800-709-7881**.
- If you have a **Federal Employee Health Plan**, please call Customer Service at **601-932-4252 or 1-800-932-7724**.
- If you have a **Federal Employee Postal Health Plan**, please call Customer Service at **601-664-4343 or 1-888-800-7919**.
- If you have any other **BlueCross BlueShield of Mississippi Health Plan**, please call Customer Service at **601-664-4590 or 1-800-942-0278**.