



## Customer Support Advisory

### 4010 CLAIMS SUBMISSION: Blue Cross Blue Shield (BCBS) ANSI 837 4010 Claims *Correctly identifying BCBC carriers' plan type*

---

Unless directed by the payer to do otherwise, the ANSI 837 4010 claims format requires that the plan type for all Blue Cross Blue Shield carriers or affiliates must be specified as "Other - Blue Cross Blue Shield." To satisfy this requirement in Alteer Office, edit the Insurance Carriers configuration settings for each BCBS carrier, as described below.

#### To edit Insurance Carrier plan type configuration settings

1. Go to **Billing Admin**.
2. On the Information bar, click the arrow and then click **Insurance Carriers**.
3. In the **Find** box, type the name, or the first few letters of the name, of the insurance carrier and then click **Search**.
4. In the result list, double-click the carrier name.  
The Modify Carrier dialog box appears.
5. On the **General** tabbed page, click the arrow next to the **Plan Type Box 1 on HCFA** box and in the list click **Other – Blue Cross Blue Shield**.
6. Click **OK**.

For more information, please contact Alteer Customer Support by telephone (949.790.0400, Mon-Fri., 6:00am-5:00pm, Pacific Time) or by e-mail ([support@alteer.com](mailto:support@alteer.com)).