BlueCross BlueShield of Oklahoma

Avoid delays in claims processing

Here are some tips to help prevent claims processing delays when there is only one insurance carrier.

1. On the CMS-1500 form, Box 11 d – If there is no secondary insurance carrier, mark the box “No.”
2. Do not place anything in Boxes 9 a-d. This area is reserved for member information for a secondary insurance payer.

If there is only one insurance payer, please avoid inserting information in **Boxes 9 a-d**. Doing so results in an unnecessary review for Coordination of Benefits (COB), delays for our providers, and even denial of services, pending the receipt of the required information from the member.

EXAMPLE: