Blue Shield Email Template for IFP Brokers

Subject: Claims, How to review and submit them

***This is a suggested template. Please edit to personalize for your business.***

**Subject:** Easily review your claims through your Blue Shield online account

Dear <Client First Name>,

Thank you for being a valued Blue Shield member! You can **easily review your claims, check their status, and submit a claim if needed**—all through your online account.

**Need help?** Watch this [video walkthrough](https://player.vimeo.com/progressive_redirect/playback/1009291936/rendition/720p/file.mp4?loc=external&signature=33e783114f7642690051080eae86ea43855048cb067dbdb274600a081868cb4f) or follow the steps below.

**How to view your claims:**

1. Log in to your online account at <http://www.blueshieldca.com/login>.
2. Click the “**Claims**” tab, then select “**View Claims**.”
3. Choose a claim from the list to see details, including payment status and any adjustments.

**Understanding your claim status:**

From the “Claim Status” drop-down menu, you can filter claims by:

* **Finalized** – Completed claims
* **Adjustments Finalized** – Claims with completed adjustments
* **Pending** – Claims currently under review
* **Adjustment Pending** – Changes to claims are in review
* **Rejected** – Claims not accepted due to guidelines

**Need to submit a claim?**

Most claims are filed directly by providers, but if you need to submit one (e.g., for out-of-network care or reimbursement requests), follow these steps:

1. Click “**File a Claim**” in the top-left corner.
2. Answer the questions and follow the instructions.
3. Upload any **required documents** (e.g., itemized bills, receipts).

If you have any questions, feel free to contact our office at <(xxx) xxx-xxxx>.

Best,

<Broker Name>

<Broker Phone Number>