

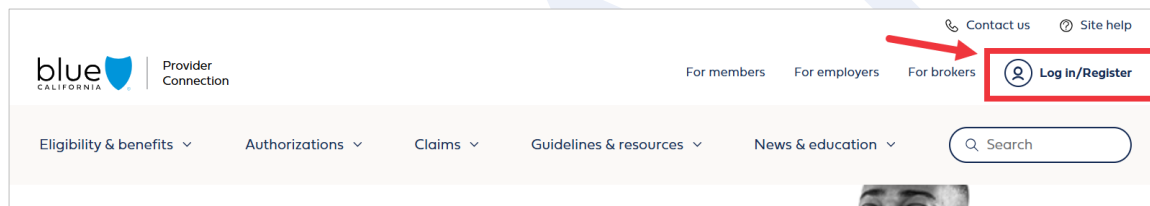
Notice of Election and Certificate of Terminal Illness Instructions

Please follow these instructions to submit Notices of Election (NOEs) and Certificates of Terminal Illness (CTIs) for all Blue Shield of California Promise Health Plan members who are receiving hospice services under your care.

If you have any questions about the NOE and CTI submission process, please send an email to PromiseHospiceRecords@blueshieldca.com.

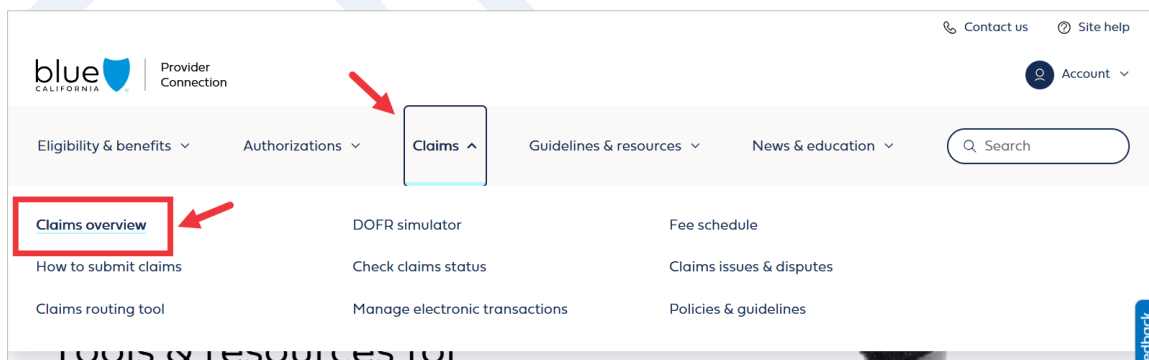
How to submit NOEs, CTIs, and correspondence about denied hospice-related claims:

1. Go to the Blue Shield of California [Provider Connection](#) web page.
2. Log in or register (link at top right of screen).

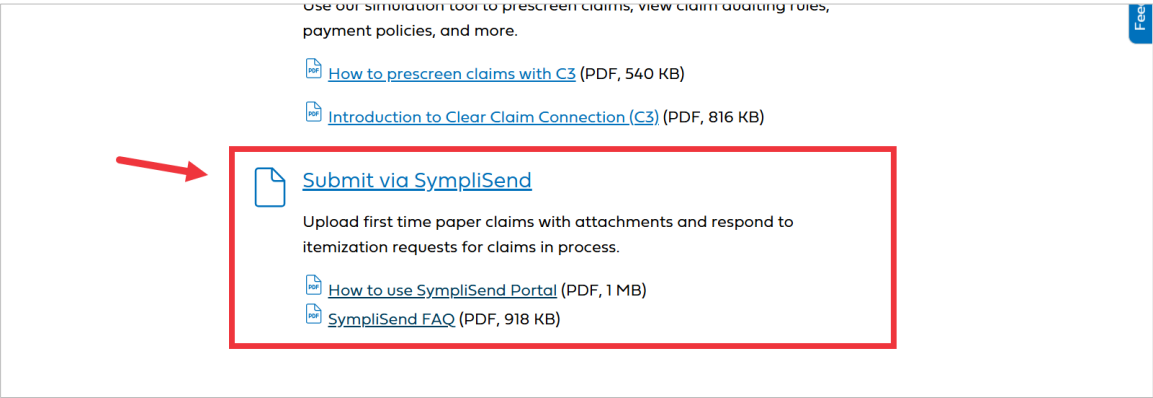


NOTE: If you do not already have a Provider Connection account, you will need to register for an account in order to access the SympliSend claims submission tool. Please see the [Register for a Provider Connection Provider account](#) quick-reference for step-by-step instructions.

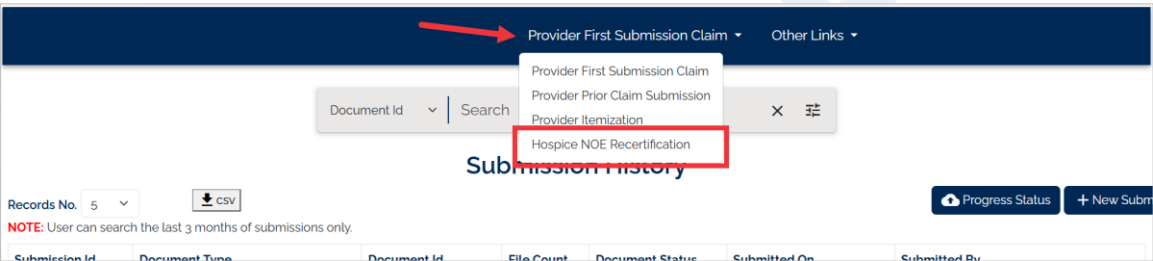
3. From the *Claims* dropdown, select *Claims overview*.



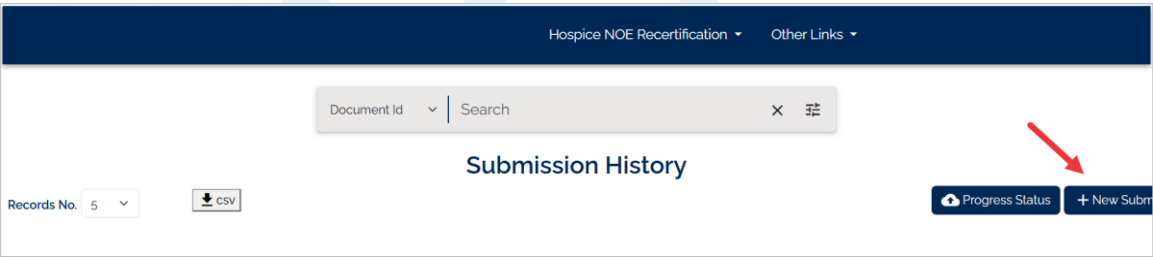
4. Under *Claim Tools*, scroll down and select *Submit via SimpliSend*.



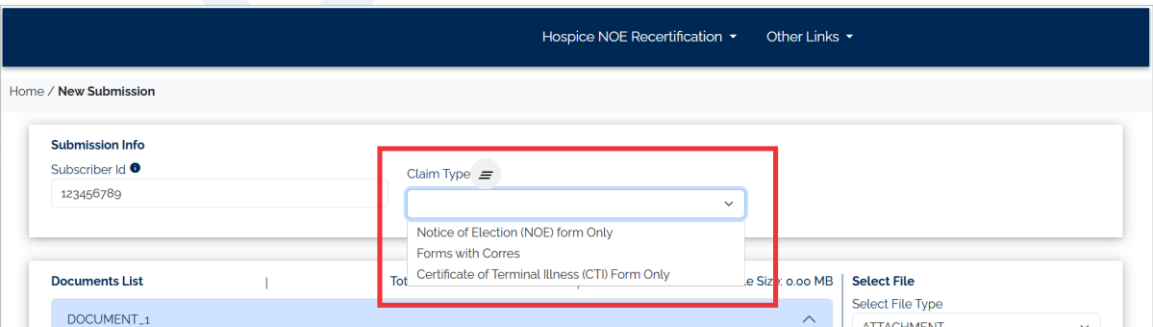
5. From the Submission Type drop-down menu, select *Hospice NOE Recertification*.



6. Click *+New Submission*.



7. Enter the Subscriber ID number and select the appropriate *Claim Type* option.



Claim Types:

- **Notice of Election (NOE) Form Only:** If you are submitting a Notice of Election (NOE) form only.
- **Forms with Correspondence:** If you are submitting correspondence with an NOE and/or a CTI form (in response to a denied claim).
- **Certificate of Terminal Illness (CTI) Form Only:** If you are submitting a Certification of Terminal Illness (CTI) form only.

NOTE: If NOE and CTI forms are not being submitted with correspondence, they must be submitted separately.

8. Upload your documents under *Select File* (right side of page).

9. Select *Done*.

10. Click *Submit*.

Home / New Submission

Submission Info

Subscriber Id 123456789

Claim Type Notice of Election (NOE) form Only

Documents List | Total File: 1 | Total File Size: 0.04 MB

DOCUMENT_1(1)

File Name	File Type	Size(MB)	Action
NOE_CTI_SympliSend_01.jpg	ATTACHMENT	0.04	

Additional Resources:

For more on how to use SympliSend, please see the [SympliSend User Manual](#) and the [SympliSend FAQ](#).

For more information on submitting claims online, please see the [Submitting Claims Online](#) interactive guide.