

## APPENDIX D

### TEXAS HEALTH INFORMATION NETWORK - INQUIRY (THIN - INQUIRY)

- **THIN - INQUIRY PROVIDES INSTANT ACCESS**

THIN is an on-line computer inquiry system that provides easy and immediate access to membership, benefit and claim status information about Blue Cross and Blue Shield of Texas' subscribers, claims processing and beneficiary eligibility information for Medicare Part B providers. The information can be obtained through dial-up capabilities using software that is provided at no cost and is compatible with your IBM or IBM compatible microcomputer.

- **THIN - INQUIRY CONSERVES TIME, MONEY**

THIN - Inquiry saves time and money. Instead of calling one of Blue Cross and Blue Shield of Texas' or Medicare Customer Service Units, the patient or employer, THIN gives you immediate access to the following:

Blue Cross and Blue Shield of Texas information:

- \* Verification of subscriber and dependent coverage
- \* Coverage effective dates
- \* Verification of subscribers' benefits
- \* Status of deductibles for subscribers and dependents
- \* Birth date verification
- \* A Bulletin Board for valuable/up-to-the-minute information
- \* Electronic Claims - Batch Inquiry
- \* Claim Status Inquiry

Medicare Part B information:

- \* Physician Summary Information - Month-To-Date and Year-To-Date
- \* Individual Claim Display by Claim Control Number
- \* List of Pending Claims - Electronic Assigned and Non-Assigned Claims
- \* List of Paid Claims - Electronic Assigned and Non-Assigned Claims
- \* Electronic Claims - Batch Inquiry
- \* A Physician Bulletin Board for claims processing information
- \* Beneficiary Eligibility Inquiry - NOTE: This option is only available to Medicare participating physicians submitting in National Standard Format or ANSI X12 837.

- **THIN KEEPS IT SIMPLE**

THIN is easy to use. You simply log on and the system takes you step-by-step through your inquiry.

- \* Extensive, but simple on-screen instructions eliminate using a training or user's manual.
- \* Network access is available through free software for dial-up access.
- \* Benefit and claims information is in easy-to-read format.

- **DIAL-UP ACCESS**

Access to THIN is made available using dial-up connection through the IVANS Network. There is no cost to use the network for Blue Cross and Blue Shield of Texas inquiries. For Medicare inquiries there is a \$3 per month plus, a connection time charge. For metropolitan areas where network access is a local call, the connection charge is about 9 cents per minute. For areas requiring an 800-number, the charge is about 18 cents per minute. Most major cities have local dial-up access. You will be billed for these charges by IVANS. Access is available weekdays, 7AM to 5:30 PM (CST), and some Saturdays. The bulletin board will post exact times of availability.

The equipment needed to access the system includes:

- \* An IBM-compatible microcomputer
- \* MS-DOS or PC-DOS version 3.3 or later
- \* A hard disk drive or high density floppy drive with at least one megabyte of storage available.
- \* An asynchronous modem.
- \* A single line analog telephone line (the system will not function if it is connected to a multi-line or digital PBX).

- **TO RECEIVE THE THIN - INQUIRY SOFTWARE**

If you wish to take advantage of the THIN - Inquiry software, complete the attached form and fax it to 972/766-5102. You will receive the software, setup instructions and the necessary service agreements with-in two weeks.

# THIN - INQUIRY SOFTWARE REQUEST FORM

Complete the following and fax or mail as indicated below:

FAX TO: 972/766-5102 or MAIL TO: PROVIDER AUTOMATION 2-R-S  
PO BOX 655924  
DALLAS, TX 75265-5924

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PROVIDER / SUBMITTER NAME: \_\_\_\_\_

PROVIDER / SUBMITTER ID NUMBER(S): \_\_\_\_\_

CONTACT NAME: \_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_

PLEASE INDICATE THE LINE OF BUSINESS YOU NEED INQUIRY  
CAPABILITY FOR BELOW:

\_\_\_\_\_ I am a **Blue Cross and Blue Shield of Texas** provider - please  
send me the "Toll Free" THIN Inquiry software.  
(Note: The Toll Free THIN Inquiry software includes the ability to access Medicare Part  
B data, however, the access is not toll free for Medicare Part B.)

\_\_\_\_\_ I am a **Medicare Part B (only)** provider - please send me the  
THIN Inquiry software.

