Instructions for Sending Claims to BCBSNE Over the Internet

Blue Cross and Blue Shield of Nebraska now offers a way for physician and dental offices to send claims and other transactions to BCBSNE via a secure web page accessible by any office that has a connection to the Internet.

1.) Open Internet Explorer and go to https://seccomm.bcbsne.com or open the "Data Communications" window from the main PC-ACE toolbar and click "NEBLUEconnect via the Internet"

2.) Enter your username and password in the login section of the web page.

Note: If you don't have one, contact an EDI Account Manager to get one! Go to www.bcbsne.com and click on the green Provider tab and then NEBLUEconnect button in left column for contact information.

You can change your password by clicking the dropdown next to your username, selecting 'Password,' and following the prompts given.
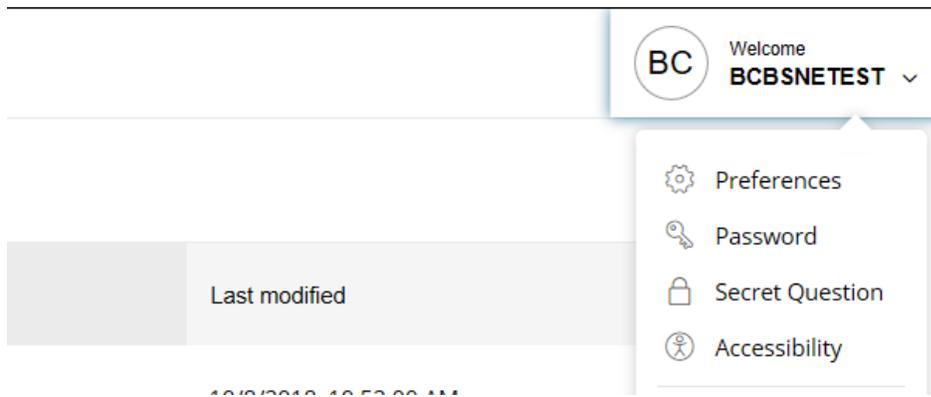
3.) Click on the "Inbound" Link to go to the page where you will upload your claims.
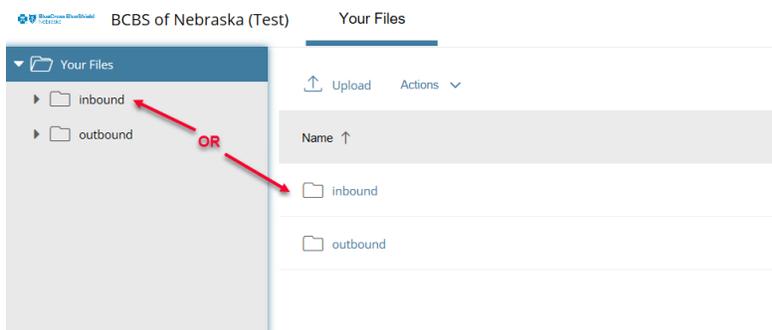
4.) Click the "Upload" button and find the claim file you want to upload. PC-ACE users will typically upload BCTRANS.DAT or BSTRANS.DAT. You can usually find that file in C:\WINPCACE.
Once you have chosen a file, click the "Upload File" button.

5.) Once you have clicked "Upload File", the file will appear in the file list. Click "Logout" after you are done uploading files.
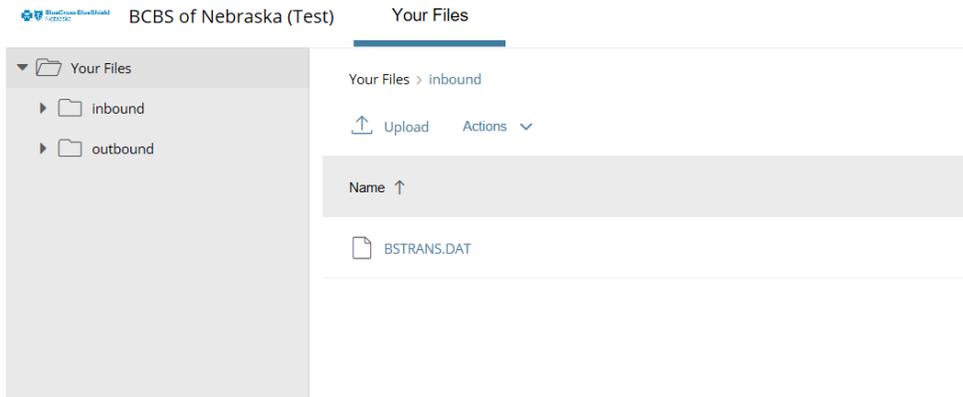
6.) To retrieve your reports, go back to https://seccomm.bcbsne.com and log back in. This time choose the "Outbound" folder instead of the "Inbound" folder to view the reports we are sending back.
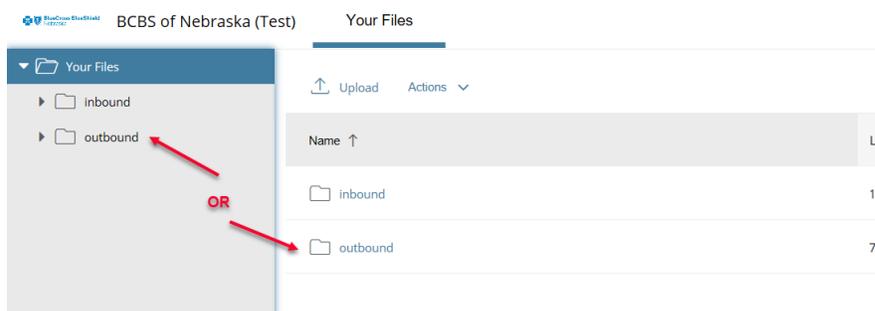
Note: For each batch of claims you send, you will receive several reports. Some reports begin with a "TA1". We use this report to troubleshoot claim files that were rejected because they have a problem. The data contained in these reports may be used by some practice management systems, but is typically not useful to the person filing the claims.

Every time you send in a claim, look for a report that begins with "CCR" within 30 minutes of sending the claims, and then a report that begins with "QE" the following day (provided the claims were received before 4:30 PM CST – if the claims were sent after 4:30 PM CST look for the QE report on the second day after sending in the claims).

The "CCR" report will contain a list of all claims that were accepted for processing and possibly claims that were rejected. If the report contains rejections it will provide you with the patient name, date of service, and dollar amount as well as the reason for rejection.

In order to view these in PC-ACE, you must save this file to C:\WINPCACE\MAILBOX before launching report manager. (Note: "C:\" is the default installation drive for PC-ACE. If you have changed the default installation drive then substitute the appropriate drive for "C:\".)

The "QE" report is generated after the claim file undergoes checks for patient eligibility and other checks for proper diagnosis and procedure codes. If a claim rejects, the patient names, subscriber ID, claim amount, and rejection reason will be listed.

In order to view these in PC-ACE, you must save this file to C:\WINPCACE\MAILBOX before launching report manager. (Note: "C:\" is the default installation drive for PC-ACE. If you have changed the default installation drive then substitute the appropriate drive for "C:\".)

Electronic Remittance Advice filenames begin with "835".

In order to view these in PC-ACE, you must save this file to C:\WINPCACE\MAILBOX before launching report manager. (Note: "C:\" is the default installation drive for PC-ACE. If you have changed the default installation drive then substitute the appropriate drive for "C:\".)

7.)After you have received your "CCR" file for the claims you sent, you can delete the report that begins with "TA". To delete files, click on the picture of a hammer and screwdriver to the right of the name of the file that you want to delete to bring up options for this file. Choose the last option in the list to delete the file.

If you are receiving files that need to be downloaded from this website and imported into another program (for example, Electronic Remittance Advices or 835s) simply right click on the file name from the list and choose "Save Target as" and direct it to the appropriate location on your computer.