

PROVIDER BULLETIN

PROVIDER INFORMATION



February 3, 2020

BlueRide Transportation – Claims Payment Transition Back to Blue Plus Platform – April 1, 2020

Overview:

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Plus) works closely with participating transportation Providers to schedule member rides and process claims for BlueRide. **Blue Plus has made the decision to transition the administration of BlueRide back to Blue Plus from LogistiCare, effective for service dates April 1, 2020 for claims processing and effective June 1, 2020 for ride scheduling.**

Blue Plus will be holding two Q&A sessions regarding this change. There will be in person and conference call access to both sessions. You need only attend one of the sessions.

February 6, 2020 10:00 am – noon
Blue Cross Blue Shield of MN – Blue Cross University
3311 Terminal Drive
Eagan, MN 55121
Dial 651-662-4100 or 1-855-563-2583 Code 258250

Or

February 11, 2020 2:00 pm – 4:00 pm
Blue Cross Blue Shield of MN – Blue Cross University
3311 Terminal Drive
Eagan, MN 55121
Dial 651-662-4100 or 1-855-563-2583 Code 113580018

Additional details on this new process will be communicated to transportation providers over the coming days.

Blue Plus is committed to reconciling all claims payments submitted to LogistiCare through April 1, 2020 as quickly as possible. To meet this goal, Blue Plus will work with participating transportation Providers and LogistiCare to get all claims submitted and processed.

Availity Changes for Non-Emergent Transportation (NEMT) Providers:

Claims for dates of service that occur on and before March 31, 2020 will be processed by LogistiCare using payer ID code A5143.

Claims for dates of service beginning April 1, 2020 must be submitted with the new payer ID code BLRDE and will be processed by Blue Plus. You or your vendor or clearinghouse will have to register at Availity to submit claims and receive your remittances for services after April 1, 2020 using this new payer ID code.

Continued

Claims submitted under the wrong payer ID code with dates of service before or after April 1, 2020 will be properly routed at Availity to the correct payer for processing. See examples below:

- Claims with earliest date of service on or before March 31, 2020 submitted with payer ID code BLRDE will be corrected to payer ID code A5143.
- Claims with earliest date of service on or after April 1, 2020 submitted with payer ID code A5143 will be corrected to payer ID code BLRDE.

Claims can also be submitted directly on Availity.com. Select Professional claims under Claims & Payments and then select 'BLUERIDE NON-EMERG TRANSPORTATION' from the Payer drop-down to appropriately route the claim for services April 1, 2020 and after.

We sincerely appreciate your patience and understanding throughout this process. If you have any questions, please contact Transportation.Liaison@bluecrossmn.com.

Questions & Answers:

Q: How does that affect me as a provider for the April 1, 2020 claims transition?

A: Claims for dates of service that occur on and before March 31, 2020 will continue to be processed by LogistiCare using payer ID code A5143. Claims for dates of service beginning April 1, 2020 must be submitted with the new payer ID code BLRDE and will be processed by Blue Plus.

Q: What Payer ID number should I be using in the Availity portal?

A: Claims for dates of service that occur on and before March 31, 2020 will continue to be processed by LogistiCare using payer ID code A5143. Claims for dates of service beginning April 1, 2020 must be submitted with the new payer ID code BLRDE and will be processed by Blue Plus.

Q: What member identification number should I put on my new claim?

A: You will continue to use the Member ID that you have used in 2019 (Starts with a 7) and is on the current member ID cards.

Q: Who can I contact if I have questions about this?

A: Contact Transportation.Liaison@bluecrossmn.com with any questions.

Q: How will payment processing work?

A: Claims with dates of service prior to April 1, 2020 will be paid by LogistiCare using their standard schedule. If there are any claim corrections on those claims from January 1, 2019 through March 31, 2020 that would be needed, you must contact LogistiCare provider help line at 855-933-6989 or bluerideadmin@logisticare.com. Claims with dates of service April 1, 2020 and after will be paid by Blue Plus.

Q: Where will I see my remittance advice?

A: Remittance advices are located on the Availity portal under "Remittance Viewer". If you need assistance locating your remittance advices, please contact Availity at 1-800-282-4548. Remittance advices for services after April 1, 2020 will have to be viewed through the new payer ID on Availity. When you register for claims submission under the new payer ID code, please also remember to register to receive your remittances under that new payer ID code.

Q: Will the BlueRide member phone number remain the same?

A: Yes, members will continue to call 1-866-340-8648 or 651-662-8648 (TTY/TDD 711). Hours of operations are: 8:00 am to 5:00 pm Monday through Friday.

Q: Will members be notified about this transition to LogistiCare?

A: Yes, members will be notified but not until the ride scheduling is moved back to Blue Plus. They will not be notified prior to the April 1, 2020 claims change.