

PROVIDER QUICK POINTS

PROVIDER INFORMATION



June 12, 2019

Providers Need to Validate Members Coverage

The purpose of this communication request is to remind providers to validate Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) members' coverage to ensure claims are submitted to the correct payer for processing.

There has been an increase of claims being submitted to Blue Cross as the primary insurance when Blue Cross is the secondary payer. Providers can utilize the Availity Provider Portal at Availity.com or contact provider services to validate eligibility, benefits and coordination of benefits. Providers can also utilize the online Provider Policy and Procedure Manual for assistance on a list of our product types that are offered through Blue Cross which may also assist in claim submissions. Member's may elect different coverage during the open enrollment period, and they may choose a different policy which may change the primacy for claim submissions.

If a claim is remitted with a denial that Blue Cross is not primary, please validate if Medicare is the primary payer before billing the member.

Questions?

If you have questions, please contact provider services at **(651) 662-5200** or **1-800-262-0820**.