

# PROVIDER BULLETIN

## PROVIDER INFORMATION



October 1, 2019

### **Update: Attachments for Minnesota Health Care Programs (MHCP) Claims**

*The information in this Bulletin replaces Provider Bulletin P71-19, which was published on September 3, 2019. The only change is the timeframe providers should wait after resubmitting the attachment to contact provider services.*

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) is aware that some providers may have experienced claim denials for attachments even after submitting the attachment. Attachments may have included Sterilization consent forms, Explanation of Benefits or Clinical Documentation.

Providers should resubmit the attachments via fax, Availity or by mail as instructed below.

Claim attachments for MHCP may be submitted on Availity, by mail, or via fax using the MN AUC Coversheet.

- Submit attachments via fax using the AUC Fax Cover Sheet to 1-833-224-6929
- To submit via Availity.com, select "BCBSMN Blue Plus Medicaid" as the payer
  - Go to 'Claims and Payments' from the Availity home page
  - Select 'Medical Attachments'
  - Click on 'Send Attachment' and enter the required fields
  - Click submit
- You can also submit attachments by mail to:

Blue Cross and Blue Shield of Minnesota  
Attention: Consumer Service Center  
PO Box 64033  
St. Paul, MN 55164-4033

Five business days after resubmitting the attachment via fax or Availity, providers should contact Provider Services at **1-866-518-8448** to request a claim adjustment. If the attachment is mailed, providers should allow 10 business days prior to contacting Provider Services to request an adjustment.

### **Questions?**

If you have questions, please contact Blue Cross Provider Services at **1-866-518-8448**.