

PROVIDER QUICK POINTS

PROVIDER INFORMATION



March 25, 2020

Post Service COVID-19/Coronavirus Claim Appeals

Effective immediately, providers submitting any appeal for the denial of services related to Coronavirus (COVID-19), should clearly document that the appeal is related to either COVID-19 or Coronavirus on the first page/cover page of the appeal.

Appeal/Authorization Forms

All post service claim appeals related to provider liability amounts must be submitted on the Minnesota Administrative Uniformity Committee (AUC) Appeal Request Form along with all necessary and supporting documentation required on the form. Providers should clearly document either COVID-19 or Coronavirus on the AUC form.

Appeals on behalf of a Member

Providers appealing the liability amount on behalf of a member should include written member authorization. Providers should clearly document either COVID-19 or Coronavirus on the cover page of the member appeal. Authorization requests for a Medicare and Medicare Advantage subscriber require an Appointment of Representative (AOR) form, available at <https://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf>. All other lines of business require an Authorization for Disclosure of Health Information (ADHI) form, available at <https://www.bluecrossmn.com/providers/forms-and-publications> (under the category: *forms – member*, search: *authorization*).

Fax or Mail Post Claim Appeals for Commercial and Medicare Member to:

Fax: 651-662-2745

Mail: Blue Cross and Blue Cross Blue Shield of Minnesota
Attn: Appeals & Grievances
P.O. Box 982800
El Paso, TX 79998-2800

Fax or Mail Post Claim Appeals for Minnesota Health Care Programs (MHCP) to:

Fax: 833-224-6939

Mail: Amerigroup
P.O. Box 64033
St. Paul, MN 55164-4033

Products Impacted

This information applies to all lines of business.

Questions?

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