

# PROVIDER BULLETIN

## PROVIDER INFORMATION



September 3, 2019

### **Claim Recoupment Processing for Legacy Platform Runout Claims**

As previously communicated in Provider Bulletins P24-19, P52-19, and P59-19, the decommissioning of Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) legacy claims processing systems will be initiated during the third quarter of 2019, with providers seeing runout claims processed using alternate reimbursement methodology as early as August 1, 2019. In addition, legacy platform runout claims will be adjudicated via paper check starting on or after October 14, 2019.

It has been determined that the volume of claims processing in our legacy processing system is not large enough to enable the auto-recouping of all overpayments made through future payment offsets. As a result, most legacy platform claims that require recoupment have begun to result in an immediate recoupment letter from Blue Cross. This recoupment process is limited to the claims impacted by the sunset of the legacy platform and the volume is anticipated to be very low.

The impacted claims and appeals are primarily for Minnesota Health Care Programs (Families and Children, MNCare, MSC+, MSHO) with dates of service prior to 2019, but may also include claims and appeals from other lines of business for earlier dates of service. Providers are encouraged to submit claims, including replacement claims and appeals, as promptly as possible according to claim submission guidelines to ensure efficient and timely claim payment. All claims are subject to all other payment terms as outlined in the Agreement.

#### **Questions?**

If providers have any questions about overall reimbursement or the new operating system they can contact provider services at **(651) 662-5200** or **1-800-262-0820**.