

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



June 26, 2019

### **Denial, Termination, Reduction (DTR) Notices not Generated**

Blue Cross and Blue Shield of Minnesota (Blue Cross) recently identified that some DTRs were not generated for Minnesota Health Care Programs (MHCP) members. The DTRs were not generated in instances where the member's Explanation of Benefits (EOB) was appropriately suppressed. This occurred with processing dates between January 1, 2019 – June 1, 2019. The system was corrected for all payments made June 2, 2019 and after.

DTR letters advise members of their appeal rights. This process only affected post-service DTRs, it did not affect pre-service.

Blue Cross will be mailing the missing DTRs along with a cover letter between July 1, 2019 – July 12, 2019. Any member that will be receiving 25 or more missed DTRs will be contacted directly by Blue Cross to explain the packet of letters.

### **Questions?**

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