

PROVIDER QUICK POINTS

PROVIDER INFORMATION



July 10, 2019

System Error Regarding Copays for MHCP Members

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) recently identified a system error with claims processing for some Minnesota Health Care Programs (MHCP) members enrolled in the Families and Children plan (F&C). The Remittance Advice and reimbursement for affected members' claims did not include the copay amount for the medical visit.

Claims affected include dates of service January 1, 2019 through May 31, 2019. Medical claims that were processed without a copay will be adjusted and the correct member copay will be applied. Providers will receive a new remittance advice for these adjusted claims.

Members will be receiving a letter advising that there was a copay error that occurred and that they may receive a bill from their provider for the medical copay. Notification to the members will be mailed beginning the week of July 8th.

Questions?

If you have questions, please contact provider services at **1-866-518-8448**.