

PROVIDER BULLETIN

PROVIDER INFORMATION



October 1, 2019

Identified Global Claims Issues Grids

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) would like to encourage providers to access the Issues Grids provided on the **providers.bluecrossmn.com** website to determine the identification and status of resolution of global claims issues. Blue Cross publishes two lists, one for lines of business managed at Blue Cross including Commercial, Federal Employee Program (FEP) and Medicare lines of business and another for lines of business managed at Amerigroup including Minnesota Health Care Programs (MHCP), which includes Families and Children, MNCare, Minnesota Senior Care Plus (MSC+), and Minnesota Senior Health Options (MSHO). The issues listed on each of the grids are those that impact a large number of providers and a large number of claims.

Additionally, Blue Cross will be creating easily accessible links to these documents on the **providers.bluecrossmn.com** website that should be available on October 1, 2019.

The Blue Cross claims processing issues grid, 'Commercial and Medicare Claims Processing Issues Grid,' is updated around the 1st and 15th each month. This document can be found within the 'Tools and Resources' at the bottom of the **providers.bluecrossmn.com** website.

The Amerigroup claims processing issues grid, 'Identified Issues for MHCP Migration,' is updated weekly. It can be found within the 'Tools and Resources' at the bottom of the **providers.bluecrossmn.com** website or by clicking on 'Migration of Minnesota Health Care Programs' on the **providers.bluecrossmn.com** website. The PDF is listed within the 'Current Updates' section.

Providers should review these documents regularly as updates regarding the global issues are communicated per the cadence advised above.

If a provider identifies a claim processing concern affecting multiple claims that is not addressed on the list of issues for the line of business impacted, please contact Provider Services to request a review of your concerns. The Provider Services teams at Blue Cross and at Amerigroup have escalation processes for the review of claim concerns.

Questions?

Blue Cross Provider Services (Commercial and Medicare plans) can be reached at **1-800-262-0820**.

Blue Cross FEP Provider Services can be reached at **1-800-859-2128**.

Provider Services for MHCP and MSHO plans can be reached at **1-866-518-8448**.