

PROVIDER BULLETIN

PROVIDER INFORMATION



September 1, 2021

Introduction of New Self-Insured Product

Effective October 1, 2021, Blue Cross and Blue Shield of Minnesota has entered into an agreement with Blue Cross and Blue Shield of Alabama for operational services including claims administration for a new product that will allow us to deliver a flexible solution to groups that have unique network and benefit requirements. The prefix for groups effective 10/01/21 is W8H. Additional prefixes will be added in 2022 for groups that choose this product.

For members accessing Minnesota providers, providers should submit the claims to Minnesota as a BlueCard claim. Minnesota will price the claims based on the Minnesota provider agreement and will send claims to Blue Cross and Blue Shield of Alabama to apply the benefits.

For members accessing providers outside Minnesota, including providers in counties that border Minnesota, claims should be submitted to the local Blue Plan as a BlueCard claim. The local plan will price the claims based on the provider agreement and will send claims to Blue Cross and Blue Shield of Alabama to apply the benefits.

Blue Cross and Blue Shield of Alabama will be providing all functions of claim management including but not limited to, medical policy, prior authorizations, pre-certifications and appeals.

Providers **must** include the three-digit prefix when checking benefits, eligibility and authorization requirements in order to be routed to the correct application.

Medical Policy and Prior Authorization Requirements

Providers will be able to see medical policies and the categories of services that require prior authorization for this product at mn-policies.exploremyplan.com

Prior Authorizations

Providers who use the Authorization Portal in Availity® to check to see if a prior authorization is required will be directed to skip this step and submit an authorization. Once the provider data and the member identification number are entered with prefix, the provider will be routed to submit the request in the appropriate application for this product. When submitting requests online, providers can attach multiple document attachments with medical records before submission but cannot attach additional records electronically after submission. If necessary, additional records can be faxed to **866-713-6516**.

Requests for outpatient physical, occupational and speech therapy cannot be submitted online and should be faxed to **1-844-594-6010**. Requests for chiropractic, home health care and hospice services and inpatient hospital and long-term acute care admission should be faxed to **1-855-288-8357**. If requests for these services are submitted online, the provider will be advised to send the request via fax.

To prevent delays, do not submit prior authorization requests or medical records for this product to fax numbers used for other Blue Cross and Blue Shield of Minnesota products.

Appeals

Blue Cross and Blue Shield of Alabama will handle appeals which can be faxed to **833-374-0220**.

Provider Service Questions

Providers that may have questions can call **1-833-749-1975**.