

PROVIDER BULLETIN

PROVIDER INFORMATION



August 1, 2019

Legacy Platform Runout Claims to be Paid by Check

As previously communicated in Provider Bulletins P52-19 and P24-19, 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.

It has been determined that the decommissioning of the legacy processing system will result in the inability to send payments via Electronic Funds Transfer (EFT). As a result, provider payments for runout claims will be paid via paper check to the billing address Blue Cross has on file at the time of processing. Blue Cross will start utilizing paper checks for legacy runout claims processed on or after October 14, 2019. This payment by check is temporary and limited to only the claims impacted by the sunset of the legacy platform and we anticipate that this volume will be very low. EFT will continue to apply to all claims processed under the new platform.

The impacted decommissioning 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**.