

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



January 27, 2021

### Replacement Claim Submission Guidelines

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) is publishing replacement claim submission guidelines as a reminder of correct processes.

- A replacement claim must be sent when an element of data on the claim was either not previously sent or needs to be corrected. Replacement claims are identified by submitting a new transaction using a frequency code of 7.
- For claims that were submitted with the correct data in all fields that the provider does not believe was adjudicated correctly, providers must initiate a dispute with the National Call Center or by following the instructions found on the website at: <https://provider.publicprograms.bluecrossmn.com/minnesota-provider/claims/claims-submissions-and-disputes>
- An appeal must be filed using the AUC appeal form if there are extenuating circumstances or if additional information not originally part of the claim record needs to be taken into consideration. The Minnesota Appeal Request Form can be found on the AUC website at: <https://www.health.state.mn.us/facilities/ehealth/auc/forms/docs/appealrequest.doc>

### Products Impacted:

- Families and Children
- MinnesotaCare (MNCare)
- Minnesota Senior Care Plus (MSC+)
- SecureBlue (MSHO)

### Questions?

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