

PROVIDER QUICK POINTS

PROVIDER INFORMATION



October 7, 2014

Provider ICD-10 testing with Blue Cross

Blue Cross and Blue Shield of Minnesota (Blue Cross) will be supporting Minnesota based providers and their associated clearinghouses with ICD-10 partner testing from March through June 2015.

- A small group of pilot providers who tested before the date delay will run tests during February 2015 to validate changes implemented during the testing pause.
- Open partner testing is expected to be available from March 1, 2015, to June 30, 2015.
 - **Registration for open partner testing must be completed by October 31, 2014.** (See Getting Started Section below for more details.) Only participating providers will be supported by this testing process.
- The testing will cover the claims flow from submitted claims “837 transactions” to remittance responses “835 transactions.”
- Testing will only be performed in Availity and Blue Cross test environments. **Do not** send test files to the production environments of Availity or Blue Cross.

Getting started

Providers who want to participate in testing with Blue Cross will need to go through these setup activities:

- To register for open partner testing, please send an email to our EDI Operations team at Business.support@bluecrossmn.com – include:
 - Provider Name, Provider Billing NPI, Contact Name, Contact Phone Number and Contact email.
 - A Blue Cross representative will contact you to finalize registration and review next steps.
- Determine whether to include the provider’s clearinghouse.
- Set up a test connection from the provider or the provider’s clearinghouse to Blue Cross’ clearinghouse, Availity. (See set up and submission instructions.)
- Blue Cross will provide registered providers with test/generic membership/patient information that the provider must use for testing.
- Once the connection and reference data are in place, claims can be submitted either directly to Availity or through a provider’s clearinghouse who would forward them to Availity.

Blue Cross contact information

Blue Cross provider services is not able to assist you with ICD-10 testing. All inquiries concerning ICD-10 testing should be directed to the primary contacts listed below.

- Primary contact email: Business.support@bluecrossmn.com
- Primary contact telephone: **651-662-9942** or toll free at **1-866-569-9122**

- Escalation Contacts:
 - Tamara Hamblin (ICD-10 Business Representative)
 - Email: Tamara.Hamblin@bluecrossmn.com
 - Telephone: **651-662-2523**

 - OR**
 - Dan Hirtz (ICD-10 Provider Testing Project Manager)
 - Email: Dan.Hirtz@bluecrossmn.com
 - Telephone: **651-662-4399**

Setting up with Availity

Availity has established an ICD-10 testing environment through which providers or their clearinghouses can submit claim transactions to Blue Cross with ICD-10 codes and receive in response both acknowledgements and remittances.

Set up and submission

The party connecting directly to Availity (provider or provider's clearinghouse) should contact Availity's Primary email contact listed in the Availity contact section to establish an account on Availity's ICD-10 testing platform. If as a provider you connect to Availity through another clearinghouse then your clearinghouse should contact Availity.

- Availity supports the following connectivity for ICD-10 testing:
 - For web upload, <https://qft-apps.availity.com/availity/common/login.jsp>
 - For SFTP, Sservername: qft-ftp.availity.com, Port: 9922
 - For FTP+PGP, customers encrypt files using PGP to send encrypted files using an FTP application to qft-ftp.availity.com
 - This type of connection requires the use of PGP public keys. To use this type of connection, contact Availity at the contacts listed in the Availity contact section.
- Once connectivity is established with Availity and reference data provided to Blue Cross, submitters should test by submitting claim transactions.
- Depending on the EDI Reporting Preferences selected, Availity will return ACK, ACT, 999, IBR, IBT, EBR, EBT reports.
- Customers should review the specifications in the Availity EDI Companion Guide thoroughly.
- Customers should be sure to retrieve all acknowledgements and reports from their Receive Files mailbox.

Availity contact information

Availity Client Services will have limited ability to assist you with ICD-10 testing. All inquiries concerning Availity and ICD-10 provider partner testing should be directed to the primary contact listed below.

- Primary Contact email: AvailityICD10@availity.com
- Primary Contact:
 - Gary Goodenow Availity ICD-10 product Owner (SA role)
 - Email: Gary.Goodenow@availity.com
 - Telephone: **904-470-4931**
- Escalation Contact:
 - Steve Jax (ICD-10 Blue Cross PPT)
 - Email: Steve.Jax@availity.com
 - Telephone: **904-470-4072**