

# PROVIDER BULLETIN

Provider information



July 16, 2012

## Claims processing change when additional information is requested

Effective September 1, 2012, Blue Cross and Blue Shield of Minnesota (Blue Cross) will change the process for its local commercial business to be consistent with the rest of its business regarding claims processing procedures for obtaining additional information.

Currently for local commercial products, it is Blue Cross' practice to send an information request to the provider and hold the claim open for 10 days waiting for the additional information. If the requested information is received within 10 days, the claim is processed, and if the information is not received within the 10 days, it is denied.

Effective September 1, 2012, the process for local commercial products will be modified so that Blue Cross will send out the request for additional information and deny the claim simultaneously. However, once the additional information is received, the claim will be reprocessed.

### Questions?

If you have questions, please contact provider services at **(651) 662-5200** or toll free at **1-800-262-0820**.