

Bulletin



March 14, 2012

Claims processing change when additional information is requested

Effective May 1, 2012, Blue Cross and Blue Shield of Minnesota (Blue Cross) will change the process for our Government Programs business to be consistent with the rest of our business regarding claims processing procedures for obtaining additional information.

Currently for Government Programs, it is Blue Cross' practice to send an information request to the provider and hold the claim open for 14 days waiting for the additional information. If the requested information is received within 14 days, the claim is processed, and if the information is not received within the 14 days, it is denied.

The process for Government Programs will be modified to 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**.