

Bulletin



March 9, 2012

Notification to Blue Cross is required when providers are not accepting new patients

Blue Cross and Blue Shield of Minnesota (Blue Cross), under its contract with the Centers for Medicare & Medicaid Services (CMS), is required to track individual practitioners who close their practice to new patients. Therefore, we are requiring clinics to notify us if a practitioner is no longer accepting new patients due to reaching capacity. If a practitioner closes their practice to new patients, it must be closed for all Subscribers regardless of health status, payment allowances, managed care review requirements, the Subscriber's age, race, religion, gender, sexual orientation, disability, public assistance status, or suspected or actual presence of the HIV virus or other communicable disease.

Contact provider services

Notification of a practitioner not accepting new patients must be communicated to Blue Cross by calling provider services at **(651) 662-5200** or toll free at **1-800-262-0820**. If a practitioner's status to accept new patients subsequently reopens, please notify Blue Cross by calling provider services at **(651) 662-5200** or toll free at **1-800-262-0820**.