

PROVIDER QUICK POINTS

PROVIDER INFORMATION



January 13, 2015

How Providers Can Assist With Timely Processing Of Claims

Blue Cross and Blue Shield of Minnesota (Blue Cross) follows the Minnesota Administrative Uniformity Committee (AUC) best practice for standardized cover sheets and forms to help reduce health care costs. The appropriate use of these forms is essential for timely claims processing. Follow the guidelines below to expedite each type of correspondence.

Claim Attachment

The AUC Uniform Cover Sheet For Health Care Claim Attachments must be sent with each attachment to ensure a proper match to the originally submitted electronic claim. This form is only used when submitting attachments for electronic claims. (Do not modify or use this cover sheet for appeals, requesting adjustments, or general correspondence).

- **AUC Uniform Cover Sheet For Health Care Claim Attachments (fax or mail)**

Fax number: 1-800-793-6928

Mailing address: P.O. Box 64338, St. Paul, MN 55164-0338

Adjustments/Replacement Claims

The Minnesota Uniform Companion Guide defines an adjustment as “Provider has additional data that should have been submitted on the original claim, or has a need to correct data that was sent incorrectly on the original claim.”

- **The provider should electronically submit the replacement claim correcting the data elements.**

(Do not use old adjustment forms).

Note: Effective October 1, 2014, the replacement claim supporting documentation requirements changed. Supporting documents on replacement claims are limited to only the following six modifiers: 24, 25, 57, 59, 78, and 79. (For more details refer to Provider Bulletin P28-14, dated October 1, 2014).

Appeals

The Minnesota Uniform Companion Guide defines an appeal as “Provider is requesting a reconsideration of a previously adjudicated claim but there is no additional or corrected data to be submitted.” Providers should submit the AUC Appeal Request Form with all supporting documents.

- **AUC Appeal Request Form (fax or mail)**

Fax number: (651) 662-2745

Mailing address: P.O. Box 64560, St. Paul, MN 55164-0560

Information Request Letters

When receiving a Blue Cross Information Request Letter, be sure to return the cover letter and follow the instructions on the letter. The specified address or fax number on the letter ensures the necessary information is received and routed to the appropriate area.

AUC website

Please visit the AUC website at health.state.mn.us/auc to access the standardized documents and references on the submission of claim attachments, and appeals.