

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



May 1, 2014

### Verifying Eligibility for Minnesota Health Care Programs Subscribers

#### Background

In an effort to better meet the needs of subscribers and our network of providers, Blue Cross and Blue Shield of Minnesota and Blue Plus is reminding common carrier and special transportation providers to verify the subscriber's eligibility prior to providing services.

#### Provider agreement

Per **Article III.B Verification of Eligibility** of your Provider Service Agreement, before providing health services to a subscriber, the provider shall require a valid identification card and other positive identification, or shall otherwise verify with Blue Plus that the subscriber is eligible to receive health services. The provider shall not be entitled to payment from Blue Plus or the Plan Sponsor for health services provided to any person who is not in fact a Blue Plus subscriber at the time the health services were rendered.

#### Vendor notification

Once a ride has been set up with BlueRide at **(651) 662-8648** or **1-866-340-8648** (Monday through Friday, 8:00 am until 4:30 pm), the vendor will receive a fax authorization. After receiving the authorization common carrier and special transportation providers need to verify subscriber eligibility.

#### Verify eligibility

There are three options for a provider to verify subscriber eligibility:

1. The Minnesota Department of Human Services MN-ITS website: <https://mn-its.dhs.state.mn.us>
2. The Availity portal at [www.availity.com](http://www.availity.com)
3. Blue Cross provider service at **(651) 662-5200** or **1-800-262-0820**

#### Additional information

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