

PROVIDER QUICK POINTS

Provider information



November 1, 2013

Behavioral health recovery request for underpayments of MA and Ph.D. level claims

Blue Cross and Blue Shield of Minnesota discovered an internal error in our pricing of claims for Licensed Psychologist, Doctorate (LP-Ph.D.) and all Masters level providers participating in our Aware and Select Networks. This error was due to our system incorrectly applying an additional reduction for MA and Ph.D. level providers for the time period of July 1, 2013, through August 6, 2013, resulting in underpayments for these claims.

The system was corrected on August 6, 2013, and any claims dated August 7, 2013, to present will **not** apply this additional reduction. However, claims with dates of service July 1, 2013, and process dates through August 6, 2013, were affected. All underpaid claims are currently being reprocessed in a recovery report effort to resolve the issue. We apologize for any inconvenience this may have caused.

Questions?

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