

# PROVIDER QUICK POINTS

Provider information



February 11, 2013

## Colonoscopy claims incorrectly denied for Platinum Blue<sup>SM</sup> (Cost) subscribers

A system setup issue was recently identified that caused Medicare-eligible routine colonoscopy claims for Platinum Blue subscribers to incorrectly deny. The setup issue is in the process of being corrected. Once that takes place, all impacted claims back to January 1, 2012, will be adjusted to process correctly.

Please note that you are required to return any previously collected out-of-pocket amounts back to the subscriber if you receive payment for these routine colonoscopy services that were denied in error.

### Questions?

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