

Quick Points



April 1, 2010

Provider-submitted adjustment requests

In accordance with Minnesota Statute 62J.536, Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) will enforce the receipt of electronic replacement claims beginning May 1, 2010. Effective on and after May 1, 2010, Minnesota providers and out-of-state providers who participate with Blue Cross will no longer be allowed to submit adjustment requests via paper or through provider web self-service at **providerhub.com**. Providers will be required to adhere to the State of Minnesota Uniform Companion Guide requirements and the Administrative Uniformity Committee (AUC) Best Practices for replacement claims. These documents are available on the AUC website at **health.state.mn.us/auc** under “Guides.” Additionally, as of May 1, 2010, provider services will no longer accept requests to change data elements within a claim as these should be sent electronically as replacement claims. Provider services will still accept requests to adjust claims in situations where the claim processed incorrectly even though correct information was provided on the original submission.

Exceptions

Exceptions to this electronic replacement claims enforcement are as follows:

- Dental-formatted adjustment requests will still be accepted if received on paper.
- Pharmacy-formatted adjustment requests will still be accepted if received on paper.
- Non-participating providers that are located in counties that border Minnesota are exempt from the statute, therefore paper claims will still be accepted from these providers.
- Claims submitted by the Veterans Administration (VA).

Additional information

If you are unable to send electronic replacement and/or cancel claims, Blue Cross along with several other large Minnesota group purchasers have secured the services of Infotech Global, Inc. (IGI) to provide free claims submissions for providers. To learn more about submitting claims using the Orbit tool from IGI, please visit their website at **mneconnect.com**.

Questions?

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