

Quick Points



March 9, 2010

Reminders for submission of claim attachments and appeals

The Administrative Simplification changes that were effective July 15, 2009, have sometimes resulted in confusion related to submission of claims attachments and appeals. This document is intended to clarify submission requirements to Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) for proper handling.

Claims attachments

The proper fax number for claims attachments is **1-800-793-6928**. Only claims attachments should be faxed to this number, not Appeal Request Forms. Documents received at this fax number are systematically indexed and stored for use as needed by claims examiners to process claims.

When faxing multiple attachments in a single transmission, the pages must be properly ordered to keep the Attachment Cover Sheet and its related documents together (for example, attachment cover sheet #1, related documents #1, attachment cover sheet #2, related documents #2, etc.).

The Attachment Cover Sheet is not for use with an appeal. Instead, the Appeal Request Form should be used. See Appeal section below for more information.

Do not send copies of the claim with the attachments. The claim must be sent electronically and is not part of the attachment. Claims sent to the attachment fax are not forwarded to the adjudication system.

Appeals

The proper fax number for appeals is **(651) 662-2745**. Only claims appeals should be faxed to this number. Documents received at this fax number without an Appeal Request Form will be returned to the submitter.

When faxing multiple appeals in a single transmission, the pages must be properly ordered to keep the Appeals Request form and its related documents together (for example, appeal request form #1, related documents #1, appeal request form #2, related documents #2, etc.).

Attachment Cover Sheets must not be sent with the Appeal Request Form. Additional documentation may be submitted with the Appeal Request Form and should immediately follow that form in the transmission.

Do not send copies of the claim with the appeal request. The claim has already been received and processed by Blue Cross and is accessible to the staff working to resolve your appeal request.

General requirements

The patient ID that is populated on the Attachment Cover Sheet or Appeal Request Form must be the Blue Cross ID number as noted on the member ID card.

Do not fax the same documents multiple times unless the provider fax confirmation indicates that the transmission was unsuccessful. Faxing the same documents several times delays your requests and results in increased administrative expense for both the provider and payer.

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Blue Cross accepts only the standard forms as available on the Administrative Uniformity Committee (AUC) website at **health.state.mn.us/auc**. Provider-created forms are not identified by the automated imaging process that receives the fax. Fillable forms are available to submitters on the AUC website.

Questions?

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