

Quick Points



June 8, 2009

Blue Cross prepares systems to accept cancel and replacement claims electronically

Minnesota statute 62J.536, requires providers to submit all claims electronically beginning July 15, 2009. This requirement includes all cancel and replacement claims as well as original submissions. Cancel claims are claims that should not have been billed or where key claim information such as the billing provider or patient name were submitted incorrectly. Replacement claims are sent when data submitted on the original claim was incorrect or incomplete.

Effective date of this change

Blue Cross and Blue Shield of Minnesota and Blue Plus and its affiliates are completing system changes to accept and properly adjudicate electronic cancel and replacement claims. Due to the complexity of the changes and need for extensive testing, Blue Cross will not accept electronic cancel or replacement claims until October 19, 2009. Providers should continue to request the claim changes as adjustments until October 19, 2009, using one of these methods:

- Submitting a request through provider web self-service at **www.providerhub.com**
- Fax in the *Provider Claim Adjustment/Status Check/Appeal Form* to **(651) 662-2745**
- Mail in the *Provider Claim Adjustment/Status Check/Appeal Form* to:
Blue Cross and Blue Shield of Minnesota
P.O. Box 64560
St. Paul, MN 55164-0560
- Calling provider service at **(651) 662-5200 or 1-800-262-0820**

Reminder

Although Blue Cross will not accept cancel or replacement claims electronically until October 19, 2009, original claim submissions must be submitted electronically beginning July 15, 2009. For additional information on electronic original claim submission requirements refer to the provider quick points QP7-09 entitled "New Minnesota law for standardized electronic claims submission" which is available on **providers.bluecrossmn.com**.

Additional information

For additional information on these types of claims, please refer to the Minnesota Uniform Companion Guides and related Best Practice documentation on the Administrative Uniformity website at **www.health.state.mn.us/auc/guides.htm**.

Questions?

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