

PROVIDER QUICK POINTS

PROVIDER INFORMATION



December 14, 2015

New Operating System Provider Eligibility and Benefit Transaction Differences

On November 1, 2015, Blue Cross and Blue Shield of Minnesota (Blue Cross) began migrating subscribers from our legacy operating system to our new operating system. Subscriber migration will continue over the next few years with the goal of having all subscribers migrated to the new operating system by the end of 2018.

Subscribers who have migrated to the new operating system can be identified by a group number that is eight digits with no alpha character or dashes (an example is: 10051080). Subscribers who have not migrated to the new operating system will have a seven character group number consisting of alpha and numerical characters and a dash (an example is: AP009-HS).

This Quick Point is being published to provide a summary of differences that have been identified related to Eligibility and Benefit Response files (271) between Blue Cross's new operating system and the legacy operating system.

Lifetime Maximums:

If a benefit category does not have a Lifetime Maximum, the Lifetime Maximum segment will not be returned on the 271 response for the benefit category for subscribers that have migrated to the new operating system. Due to this information not being returned, a Lifetime Maximum will not be listed for the benefit category on the Availity web portal at **Availity.com**. Blue Cross will continue to return a value of '99999999' on the 271 response file and on the Availity web portal at **Availity.com** for a benefit category with no Lifetime Maximum for subscribers that remain on Blue Cross's legacy operating system.

Copays:

If a benefit category does not have a Copay, the Copay segment will not be returned on the 271 response for the benefit category for subscribers that have migrated to the new operating system. Due to this information not being returned, a Copay will not be listed for the benefit category on the Availity web portal at **Availity.com**. Blue Cross will continue to return a value of '0' on the 271 response file and on the Availity web portal at **Availity.com** for a benefit category with no Copay for subscribers that remain on Blue Cross's legacy operating system.

Medical Benefits for Pharmacy, Vision and Dental:

Medical benefits for Pharmacy, Vision, and Dental will not be returned on the 271 response file for subscribers that have migrated to the new operating system. Due to this information not being returned, detailed benefit information will not be available for these benefit categories on the Availity web portal at **Availity.com**. For specific details regarding these benefits, a phone call will need to be made to provider services. Blue Cross will continue to return medical benefits for Pharmacy, Vision, and Dental on the 271 response file and on the Availity web portal at **Availity.com** for subscribers that remain on the Blue Cross' legacy operating system.

Questions?

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