

PROVIDER BULLETIN

PROVIDER INFORMATION



February 8, 2016

Personal Care Assistance (PCA) Service UMPI Delay Process

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) is aware of the individual PCA Unique Minnesota Provider Identifier (UMPI) delay issue with the Department of Human Services (DHS). Blue Cross has determined that there may be some PCA providers that may have a timely filing issue as a result. To ease with this transition, PCA providers will need to follow the UMPI delay process outlined below.

Blue Cross will waive timely filing with the following process:

1. Please submit the two items below via fax or email to Blue Cross:
 - Once your agency is approved by the Minnesota Health Care Programs (MHCP) Provider Enrollment at DHS, please submit a copy of the letter of approval to Blue Cross. The letter must include the individual PCA's UMPI number and the effective date of enrollment.
 - Complete the Individual PCA Data Sheet on the Blue Cross website via the link below:
https://www.bluecrossmn.com/healthy/public/portalcomponents/PublicContentServlet?contentId=P11GA_12460106
- Fax:** (651) 662-6684 – ATTN: PCA UMPI Delay Issue
Email: provider.data.operations@bluecrossmn.com
2. Once Blue Cross receives the approval letter, your agency will be set up and a confirmation letter will be sent to notify that your agency is now active in our system.
 3. Once your agency receives the confirmation letter, you can begin to bill for services you have rendered, with the narrative in the claim level narrative field on the 837 claims submission. *The narrative should state "PCA UMPI Delay Issue" in the 2300 Loop of the 837 claim submission.*
 4. Blue Cross will process the claim and timely filing will be waived until such time as DHS has resolved the issues causing the delay for DHS.

What happens if a claim is submitted prior to following this process?

The claim will be rejected and payment will not be reimbursed.

Note: This timely filing waiver process is only temporary. We will notify you once this timely filing exemption is no longer in effect.

We appreciate your cooperation to ensure quality and timeliness of payment.

Questions?

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