

PROVIDER QUICK POINTS

PROVIDER INFORMATION



July 26, 2016

Incomplete Information on Post Service Appeals

In an effort to increase the ability to thoroughly analyze post service provider appeals, Blue Cross and Blue Shield of Minnesota (Blue Cross) is publishing this Quick Points as a reminder for providers.

Appeals are often unable to be accepted or are upheld because there is not enough information submitted on the request form or as an attachment for a reconsideration of a previously adjudicated claim.

All post service claim appeals must be submitted on the Minnesota Administrative Uniformity Committee (AUC) Appeal Request Form (available on the AUC website at www.health.state.mn.us.auc) along with all supporting documentation. Please validate that your post claim appeals are being submitted with all of the necessary and required information on the AUC Appeal Request Form.

The AUC Appeal Request Form must include a specific and comprehensive explanation of the reason for the appeal. This explanation must include the actual claim line, procedure code, and/or pricing with which the provider disagrees.

For information regarding the recommended supporting documentation to submit, please refer to Chapter 10 of the Blue Cross Provider Policy and Procedure Manual, Supporting Documentation section. The manual is available on our website at providers.bluecrossmn.com.

Please ensure the following information is submitted correctly:

- Billing Provider Name and NPI number
- Patient Name and Blue Cross Subscriber ID
- Dates of Service
- Blue Cross Claim number
- Reason for Appeal Selected (Timely Filing, Pricing, Eligibility, Medical Policy, Code Review, or Other)
- Specific and Thorough Description of Reason for the Claim Appeal
- Requestor's Name and Contact Information
- Supporting Documentation must include the patient name and dates of service on each page

Submit post service claims appeals via mail or fax as indicated below:

Mail: Blue Cross and Blue Shield of Minnesota
Attn: Consumer Service Center
P.O. Box 64560
St. Paul, MN 55164-0560

Fax: (651) 662-2745

Questions?

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