

BULLETIN

Blue Cross and Blue Shield of Minnesota
and Blue Plus

August 26, 2008

Invalid alpha prefixes

Blue Cross and Blue Shield of Minnesota and Blue Plus have educated and encouraged providers to obtain the most current member ID card as an alpha prefix may change throughout the year.

Current workflow

Presently, if claims are submitted with an invalid alpha prefix, the claims will suspend in our system requiring manual intervention to determine the correct alpha prefix. If the correct alpha prefix is found, the claims are manually entered into the system. If a valid prefix cannot be found, the claims are rejected with ANSI Reduction Remark 31 indicating:

“Patient cannot be identified as our insured.”

New policy

Effective November 26, 2008, Blue Cross will no longer perform research on an invalid alpha prefix. All claims with an invalid alpha prefix will be rejected with ANSI Reduction Remark 31, and a new claim *must* be submitted with a valid alpha prefix.

As mentioned in the alpha prefixes article on page 13 of the 2007 March Provider Press, Blue Cross will continue to accept claims where the alpha prefix is valid, but the member’s Home Plan has corrected it. To read the article, go to bluecrossmn.com and enter “2007 march provider press” in the search window.

Questions?

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

Please route this bulletin to other interested staff.