

# PROVIDER BULLETIN

## PROVIDER INFORMATION



May 10, 2017

### Identified Claims Processing Issues Grid

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) began migrating to a new operating system on November 1, 2015, and continues to migrate lines of business to this new system. As a result of moving to a new operating system, Blue Cross has identified a number of claims processing issues and is working to resolve them.

To alert providers to these identified issues, and to decrease providers' administrative burden of calling Provider Services or submitting appeals for these known issues, Blue Cross will be publishing a grid of high impact identified issues on the Blue Cross provider website at **providers.bluecrossmn.com**. This grid will be updated as new high impact issues are identified and as existing issue statuses change.

A link to the grid will be located on the Operating Model Transition page:

1. Go to **providers.bluecrossmn.com**
2. Under "Tools and Resources", click "Operating System Transition"
3. A link to the grid will be provided under the heading "Identified Claims Processing Issues"

The grid will provide:

- An issue ID
- A description of the issue
- A resolution status
- The issue start date
- The date edits were corrected in the system (the process date when claims should be processing correctly)
- Whether Blue Cross will reprocess claims automatically (recovery process)
- The date when reprocessing begins
- The date when reprocessing is complete

If a provider has attributed a claim denial or underpayment to an issue listed in the grid, but the claim isn't reprocessed by Blue Cross via the recovery process, appeals will be accepted for review for 90 days after the "Reprocessing Complete Date." The Issue ID and description must be included on the appeals cover sheet to prevent the appeal from being rejected for untimely submission.

### Questions?

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