

# PROVIDER BULLETIN

## PROVIDER INFORMATION



September 25, 2017

### **Provider Data Accuracy and Identified Lack of Claim Submissions**

In accordance with Medicare requirements, Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) is required to maintain accurate provider network directories for the benefit of Blue Cross subscribers. Providers must notify Blue Cross when changes to the following occur:

- Practitioner additions and terminations
- Addresses (changes, new locations, and closure of locations)
- Phone numbers
- Tax ID or NPI
- Acceptance of new patients
- Office hours or other changes that affect availability

Forms to notify Blue Cross of these changes are available on the provider section of the Blue Cross website at **providers.bluecrossmn.com**. Select “Administrative Updates” in the “What’s Inside” section to obtain the forms and instructions. The forms should be submitted by fax to 651-662-6684, Attention: Provider Data Operations.

#### **15 Months Without Claim Submissions**

In addition to receiving notifications of changes from providers, Blue Cross identifies contracted providers that have not submitted a claim within a period of 15 months. At the time a provider is identified, a letter is mailed to the provider advising that Blue Cross will be terminating the contract 130 days from the date of the letter due to a lack of claim submissions. If the provider is interested in remaining in the network, contact information will be provided in the letter, allowing the provider to appeal the decision to term the contract.

Blue Cross also identifies practitioners that have not submitted a claim within a period of 15 months and reserves the right to terminate the practitioner in our provider data in this scenario.

#### **Questions?**

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