

PROVIDER QUICK POINTS

PROVIDER INFORMATION



January 16, 2018

Remember to Request Subscriber ID Cards

The purpose of this communication is to remind providers that many groups renew annually on January 1st and maintaining current insurance information for subscribers is imperative to successful and timely claims processing.

When group contracts renew there could be several changes to a subscriber's insurance plan information, including, but not limited to, alpha prefix, subscriber ID number, group number, and co-pay amounts.

Providers should ask for a current subscriber insurance card each time a subscriber presents for services and update information in the providers' electronic records system to reduce rejected claim submissions or delayed claims processing.

The subscriber ID listed on the card or returned on the electronic eligibility and benefit transaction should be submitted on the claim exactly as provided. No digits should be added or excluded.

Please note that the employer groups Portico and Thrivent no longer use dependent codes as each individual has their own unique ID number. If you have billed claims for these members with a dependent code, you may receive claim rejections.

Questions?

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

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