

PROVIDER QUICK POINTS

PROVIDER INFORMATION



December 12, 2018

Claims Processing Issues Grid

Blue Cross and Blue Shield of Minnesota (Blue Cross) publishes a Claims Processing Issues Grid to provide notification to providers of global, high impact processing issues experienced by Blue Cross. The grid is updated twice per month and provides information on when an issue is fixed and when impacted claims have been reprocessed. In order to provide clarity and to assist providers in identifying open and current issues, beginning January 2, 2019, the grid will be reorganized to list the open issues first and the closed issues will follow. In addition, 120 days after the 'Reprocessing Complete Date', issues will be removed from the grid.

To find the Claims Processing Issues Grid, go to the Provider page on bluecrossmn.com. Click on 'Operating system Transition' within 'Tools and Resources'. Then, click on the link titled, 'Claims Processing Issues Status'.

Questions?

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

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Distribution: Available on providers.bluecrossmn.com. <https://www.bluecrossmn.com/healthy/public/personal/home/providers/forms-and-publications>

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