

PROVIDER QUICK POINTS

PROVIDER INFORMATION



December 22, 2021

Provider Appeals Delayed

The Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) Appeals & Grievances department is currently experiencing a large backlog of provider liability appeals, resulting in significantly longer wait times for those appeals to be processed.

The appeals department has implemented several new process changes to decrease the appeal turnaround time, but it will take time for those changes to make a positive impact. In the interim, providers should allow a minimum of 120 days from the submission date before contacting Blue Cross for a status on their appeals. We appreciate your patience while we work through this backlog.

If there is a need to escalate an appeal or to check an appeal status before this time, please contact Provider Services at **(651) 662-5200** or **1-800-262-0820**.

Blue Cross has set a goal to reduce overall provider liability appeal processing time from 120 days to 90 days by early 2022, and to 60 days by mid-2022.

As a reminder, if you have submitted an appeal through the new Portal submission tool, you can check the status of that appeal any time using your Availity dashboard.

Lines of Business Impacted: Commercial (including FEP), Medicare Advantage, and Medicare Cost (Platinum Blue).