

PROVIDER QUICK POINTS

PROVIDER INFORMATION



May 11, 2022

Resolution Process for Providers Serving Minnesota Health Care Programs (MHCP) Members

Revision: The information in this Provider Quick Point replaces the Provider Quick Point published October 27, 2021. Blue Cross is offering an additional access point for issue resolution to all providers who serve MHCP members.

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) offers several different ways for providers to contact Blue Cross to resolve outstanding issues.

All providers serving MHCP members with inquiries or disputes should initially contact Provider Services at **1-866-518-8448**. Providers are encouraged to document the call reference number when contacting the Provider Services area.

The [availity.com/essentials](https://www.availity.com/essentials) website has a provider chat function available for providers. Providers should choose "Payer Spaces" "BCBSMN Blue Plus Medicaid", then you will find an option to "Start a Live Chat".

Providers that have been unable to achieve resolution through these resources have an additional option available to them. Providers can use the following email boxes to send an inquiry to Blue Cross for research and resolution. These email boxes are to be used exclusively by providers seeking resolution regarding an issue for a Minnesota Health Care Programs member.

Non-Emergency Transportation (NEMT) providers can send an email to the transportation.liaison@bluecrossmn.com mailbox. BlueRide representatives will work with the NEMT providers to resolve the issue.

MHCP-only Behavioral Health specialties (providers performing ACT, ARMHS, LADC, PRTF, RCO and Withdrawal Management services) can send an email to the MHCPBH@bluecrossmn.com mailbox. Providers can expect to receive an acknowledgement email. Blue Cross will review and respond to the inquiry.

FQHC or RHC providers can send an email to: Government.Programs.FQHC-RHC.Services@bluecrossmn.com

All other providers attempting to escalate resolution of an MHCP issue can send an email to the MHCPPROVIDERS@bluecrossmn.com mailbox. Providers can expect to receive an acknowledgement email. Blue Cross will review and respond to the inquiry.

Questions?

If you have questions, contact provider services at **1-866-518-8448**

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