

PROVIDER QUICK POINTS

PROVIDER INFORMATION



January 25, 2023

Update to Appeal Submissions in Availity Essentials

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) communicated an update to the timely filing limits and appeal timeframes in Bulletin P74-22. Based on the updated timeframes, an update will be made in Availity Essentials for commercial and Medicare lines of business to reject appeals that are not submitted within the updated required timeframe of 90 days for claim remit dates beginning February 1, 2023.

The remit date is not currently available to complete the timeliness calculation in Availity. The timeliness will be calculated from the claim finalization date to the submission date, which may reduce the timeframe. If a message is received that the appeal is not being accepted due to being outside the required timeframe, the appeal must be faxed with an AUC Appeal Cover Sheet and the appropriate supporting documentation.

Ensure that the appeal meets timeliness requirements based on the remit date to submission date prior to faxing.

Blue Cross is working with the Availity team to have the remit date available for the calculation in the future.

Lines of Business Impacted

Commercial and Medicare

Questions?

Please contact provider services at **(651) 662-5200** or **1-800-262-0820**.