

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



March 8, 2023

### **Pricing Error for Some Telehealth Services**

An update was implemented in the Blue Cross and Blue Shield of Minnesota (Blue Cross) claim processing system on January 20, 2023 that inadvertently caused a change in reimbursement for claims billed with national place of service codes 02 and 10. This change resulted in some services pricing at the facility Relative Value Unit (RVU) rate. This issue impacted claims received between January 20, 2023 and February 14, 2023 when an update was made to correct the pricing.

Blue Cross is in the process of identifying the impacted claims and will be reprocessing them as a priority.

### **Products Impacted**

Commercial and Medicare

### **Questions?**

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

QP18-23

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L264R03 (12/13)