

PROVIDER QUICK POINTS

PROVIDER INFORMATION



March 22, 2023

Change to Submission of Pre-Service Appeals for Medicare Advantage Members

Effective **April 1, 2023**, pre-service appeals for Medicare Advantage members will no longer be sent to eviCore Healthcare (eviCore). This includes any member of an Individual Medicare Advantage or Group Medicare Advantage plan. See below chart for proper appeals submission for Medicare Advantage plan Members.

| Pre-Service Appeals (beginning 4/1/2023) | Post-Service Appeals |
|--|---|
| <p>Fax: UM Pre-service Appeals: 651-662-9517</p> <p>Mail: Blue Cross and Blue Shield of Minnesota Attn: Consumer Service Center P.O. Box 982800 El Paso, TX 79998-2800</p> | <p>Online: Submit through Availity Essentials at: www.availity.com</p> <p>Mail/Fax: If unable to submit through Availity Essentials, post-service claim appeals may be mailed or faxed to:</p> <p>Blue Cross and Blue Shield of Minnesota Attn: Appeals & Grievances Team P.O. Box 982800 El Paso, TX 79998-2800 651-662-2745</p> |

This change does not affect any other lines of business.

Appeal process reminders

- Correspondence regarding initial determinations will still come from eviCore.
- Providers will refer to the Notice of Denial of Medical Coverage for details on appealing pre-service denials.
- Providers will refer to the Provider Remit for details on post-service denials.
- The appropriate contact information will be displayed on the initial determination letter.
- Providers will call Blue Cross directly for first level appeal information and status checks of pre-service appeals.
- Providers will check Availity for status of post-service appeals.

Questions?

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

QP25-23

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