

# PROVIDER BULLETIN

## PROVIDER INFORMATION



July 3, 2023

### **Additional Records Received After Due Date**

Blue Cross and Blue Shield of Minnesota (Blue Cross) Utilization Management may request additional medical records prior to transferring a prior authorization or precertification to a peer reviewer for final determination. The letter or verbal request provides a date that the records are due.

Beginning August 17, 2023, if the requested records are received after the due date, they will not be included with the medical records transferred to the peer reviewer. A notification will be sent advising that the records were received after the required date and were not included in the medical necessity review. The additional records may be submitted with a pre-service appeal if the prior authorization or precertification is denied.

### **Products Impacted**

Commercial and Medicare Plans

### **Questions?**

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