# PROVIDER BULLETIN PROVIDER INFORMATION



December 1, 2023

# Additional Information for Minnesota Health Care Programs (MHCP) Operations Transitioning back to Blue Cross, effective January 1, 2024

As communicated in Provider QuickPoint QP95-22 Minnesota Health Care Programs Operations Transition, and Provider Bulletin P77-23 Minnesota Health Care Programs (MHCP) Operations Transitioning back to Blue Cross, effective January 1, 2024, Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) will be transitioning Minnesota Health Care Programs (MHCP) Operations back to Blue Cross as of January 1, 2024.

Blue Cross has established a landing page on the website for all documents and information related to the transition: <a href="https://www.bluecrossmn.com/providers/migration-minnesota-health-care-programs-mhcp">https://www.bluecrossmn.com/providers/migration-minnesota-health-care-programs-mhcp</a>

# **Prior Authorizations (PA)**

The list of services, procedure codes and associated policies or criteria requiring PA beginning on January 1, 2024, has been published on the MHCP migration landing page. Providers will find the Families & Children, MinnesotaCare (MNCare), and Minnesota Senior Care Plus (MSC+) along with the Minnesota Senior Health Options (MSHO) PA list under the heading titled "Prior Authorizations and Notifications". Please note that there is a separate PA list for MSHO subscribers.

# **Provider Webinars**

Blue Cross will be hosting MHCP Provider Webinars in December. The webinars will be available through the Availity platform. Providers are encouraged to register for one of the sessions.

# **MHCP Provider Information Session**

December 5, 2023, from 9-10:30 am CST https://availity.zoom.us/webinar/register/WN\_qpBB6ubsT0K6wkGyyGM-Aw

# **MHCP Provider Information Session**

December 14, 2023, from 1-2:30 pm CST <a href="https://availity.zoom.us/webinar/register/WN\_SBTPdTasRc6Diuxgxo1g1Q">https://availity.zoom.us/webinar/register/WN\_SBTPdTasRc6Diuxgxo1g1Q</a>

# **Updated Sample ID Cards**

Please note that providers may see a slight variation after final testing and approvals are complete.

P93-23

Distribution: bluecrossmn.com/providers/forms-and-publications

# Blue Advantage – no copay and copay



BlueCross BlueShield BluePlus			Blue Advantage
Name ROBERT TEST		Group Number Plan ID Medicaid ID	MNCAID01 MSCP0001 80000000
ID MQG880000000			
Svc Types Office Visit Copay ER Copay Non-ER Copay Eyeglasses Copay Brand Name Copay Generic Copay Rx Network	Med, Rx, Dental \$28 \$100 \$100 \$10 \$25 \$10 C	Care Type Dental Network Dental Copay RX Bin RX PCN	MN HLTH Care Program Minnesota Select Denta NONE 610455 MCAIDMN

## BlueCross BlueShield bluecrossmn.com/publicprograms Member Services Members: Authorization not required for emergency care. For appeals or grievances, call the applicable number or write to an address below. Behavioral Health: Prescription Questions: Nurse Line: DHS Ombudsperson: Delta Dental of Minnesota Professional Services Appeals & Grievances P.O. Box 30416, Lansing, MI 48909 Provider Services: Pharmacist Only: Delta Dental of MN: Blue Plus Appeals and Grievances P.O. Box 982816 El Paso, TX 79998-2816 Quitting Tobacco Program: 1-888-662-2583 Blue Ride DHS Appeals Unit P.O. Box 64941 St. Paul, MN 55164-0941

Providers: Submit claims to the local Blue Cross and/or Blue Shield plan. Blue Cross® and Blue Shield® of Minnesota and Blue Plus® are nonprofit independent licensees of of the Blue Cross and Blue Shield Association. Blue Plus P.O. Box 982816 El Paso, TX 79998-2816



Delta Dental of Minnesota Professional Services Appeals & Grievances P.O. Box 30416, Lansing, MI 48909 Blue Plus Appeals and Gr P.O. Box 982816 El Paso, TX 79998-2816 DH3 Appeals Unit P.O. Box 64941 8t. Paul, MN 55164-0941 Providers: Submit claims to the local Blue Cross and/or Blue Shield plan. Blue Plus P.O. Box 982816 El Paso, TX 79998-2816

Quitting Tobacco Program: 1-888-662-2583

Member Services: Behavioral Health: Prescription Questions:

DHS Ombudsperson:

Provider Services:

Pharmacist Only: Delta Dental of MN:

Nurse Line:

Blue Ride:

1-800-711-9862

1-888-275-3974

1-651-431-2660

1-866-518-8448 1-844-765-5940 1-800-774-9049

1-866-340-8648

1-800-711-9862

1-888-275-3974 1-844-765-5939

1-888-275-3974

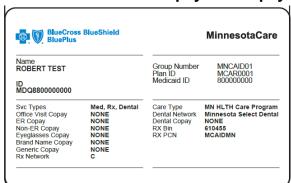
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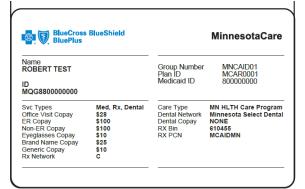
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1-844-765-5940 1-800-774-9049

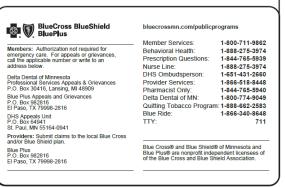
1-866-340-8648

# MinnesotaCare - no copay and copay

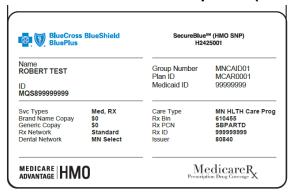








# Minnesota Senior Health Options (MSHO)





# **Reimbursement Policy Changes**

Reimbursement Policy changes effective on January 1, 2024, were communicated in Provider Bulletin P80-23. For many covered services, Blue Cross has configured the claims processing system to be consistent with MHCP guidelines. Services following MHCP guidelines effective January 1, 2024, will not have a Reimbursement Policy published. Blue Cross will be following the MHCP guidelines for Anesthesia Services and therefore, a separate Reimbursement Policy will not be published.

# Claim Submission

Blue Cross follows the requirements published in the AUC Best Practices titled Claim Service Dates Restricted to Same Calendar Months which can be located at: Best Practice - Claim Service Dates Restricted to Same Calendar Month (state.mn.us)

On a professional claim, service date spans should only be within the same calendar month. Multiple claims may be submitted for different dates within the same calendar month based on the provider's billing practices.

On an institutional outpatient claim, statement and service date spans should only be within the same calendar month. Observation, extended recovery, and emergency department services beginning before and completing after midnight are exceptions to this Best Practice if performed during the same visit. Procedures beginning on one day and ending on another should be billed together.

This best practice does not apply to an institutional inpatient claim.

# Replacement and Cancel/Void Claims

Blue Cross follows the requirements as published in the AUC Best Practices titled Replacement/Void Claims which can be located at: Best Practice - Replacement Void Claim (state.mn.us)

# **Products Impacted**

- · Families and Children
- MinnesotaCare (MNCare)
- Minnesota Senior Care Plus (MSC+)
- Minnesota Senior Health Options (MSHO)

# Questions?

Please email Blue Cross at MHCPProviders@BlueCrossMN.com