

PROVIDER QUICK POINTS

PROVIDER INFORMATION



June 26, 2024

Appeal Submissions Now Available in Availity Essentials: Create, Submit and Inquire for Minnesota Health Care Programs Post-Service Claim Appeals

Effective **June 26, 2024**, Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) providers will have the ability to create and inquire on the status of claim appeals submitted electronically on our provider portal at [Availity.com/essentials](https://www.availity.com/essentials) for **Minnesota Health Care Programs (MHCP) members**. We encourage our providers to begin utilizing this efficient self-service tool in place of faxing and calling.

Access to the Availity Essentials Appeals dashboard tool is obtained through the Claims & Payments drop-down menu. To ensure you have the proper security for this tool, you must be assigned the Claim Status Role and be able to run a Claim status inquiry. If you do not have this access, please work with your internal Availity Essentials Access administrator to be assigned the appropriate role.

To begin the appeal, you will need to submit a claim status inquiry. When a valid claim status response is received, choose the claim you would like to appeal and click the “dispute claim” button. Select the most appropriate reason for the appeal. Provide detailed and clear information supporting the rationale for the appeal. Attach supporting documentation at the time of submission.

Once an appeal is submitted it will appear on the appeal worklist as “Submitted” and it is placed in the queue to be reviewed by Blue Cross. Once reviewed and a determination is made, the appeal will appear as “Finalized” on the worklist dashboard. The determination letter, if created, can be viewed on the portal. If the appeal results in the adjustment of the claim in alignment with the reason for the appeal, the remit will be the communication of the result of the appeal.

Products Impacted

Minnesota Health Care Programs, including:

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

Questions?

Please contact Provider Services at **1-866-518-8448**.

QP52-24

Distribution: [bluecrossmn.com/providers/forms-and-publications](https://www.bluecrossmn.com/providers/forms-and-publications)

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L264R03 (12/13)