

PROVIDER QUICK POINTS

PROVIDER INFORMATION



November 22, 2023

EXL Health (EXL) to Perform Inpatient Facility Claim Reviews

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) has engaged EXL to verify the accuracy of DRG payments and the medical necessity of inpatient admissions, also known as Hospital Bill Validation beginning January 1, 2024.

EXL will utilize Blue Cross's claims data to perform the reviews and may require medical records from providers to complete the reviews. A letter will be sent from EXL requesting medical records on behalf of Blue Cross.

EXL uses industry standard ICD-10 coding references, evidence based clinical literature and MCG criteria to validate the accuracy of the claim billing.

EXL will begin auditing the following types of claims:

- DRG Payments for: Commercial (including FEP), Medicare Advantage, Minnesota Health Care Programs (including Families & Children, MinnesotaCare, MSC+ and MSHO) products and Claims for members of other Blue Plans.
- Hospital Bill Validation of zero-to-two-day inpatient facility claims for: Commercial (excluding FEP), Families and Children and MinnesotaCare products.

Additional Vendors Completing Inpatient Facility Reviews

Blue Cross is ending the vendor relationship with Change Healthcare. Claims reviews are still in process and providers must continue to respond to inquiries received from Change Healthcare through the runout period.

Cotiviti Healthcare performs reviews of DRG Payments and Hospital Bill Validation on behalf of Blue Cross. Cotiviti will begin reviewing claims data for readmissions for all product types effective January 1, 2024.

Questions?

For questions regarding MHCP subscribers, please send an email to mhcproviders@bluecrossmn.com. For all other lines of business, please contact Provider Services at 651-662-5200 or 1-800-262-0820.