

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



July 10, 2024

### Claims Processing for Minnesota Health Care Programs

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) has sunsetted the relationship with Amerigroup for Minnesota Health Care Programs (MHCP) operations as the contract ended on December 31, 2023. MHCP Operations moved back to Blue Cross effective January 1, 2024. With the transition, a new operating system and claims processing system was implemented.

Validation and configuration are a crucial part of our current process, especially during the transition. Blue Cross completed validation and removed claim holds in early April, however, there are some workflows and edits that are continually fine-tuned that can result in a claim adjudication delay or need to adjust specific claims.

Blue Cross understands the stress that delays in payment can cause. Some claims may exceed the prompt pay timeframe of 30 days. If an edit must be corrected and there are claims pending in the system, Blue Cross may delay payment while work is completed in order to process new claims correctly on first pass. All claims that Blue Cross believes can be accurately processed will be remitted each week. Prompt pay fees will be paid, as appropriate.

Blue Cross has been processing and remitting adjustments and replacement claims since mid-April. Providers have seen the larger volume adjustment projects completing on the remittances dated April 12, 2024, and later. Pending adjustments for individual claims as well as newly identified edit changes will continue to be prioritized over the following weeks. Research has been completed to ensure that these adjustments are correctly processed and remitted.

Blue Cross is aware of these delays and is working diligently to reduce the number of remaining pending claims and adjustments. Duplication of requests and escalations delay response and resolution. Providers are asked to ensure that if you are escalating a concern or request that it is truly of high importance and has exceeded the 30-day threshold.

#### Questions?

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