

PROVIDER QUICK POINTS

PROVIDER INFORMATION



July 24, 2024

Change in Processing for Replacement Claims

Revision: Blue Cross and Blue Shield of Minnesota (Blue Cross) previously published in QP55-23 and QP55R1-23 that the processing of replacement claims (Frequency Code 7) would be changing on or after July 14, 2023. Blue Cross is providing an update that this change will be implemented on August 1, 2024.

Currently, when Blue Cross receives a replacement claim, the information on the replacement claim is used to adjust the original claim and the replacement claim is denied.

After the change is implemented, when a replacement claim is received, the original claim will be voided, and the replacement claim will be processed as a new original claim.

This change should provide easier remit processing and will reduce the risk of a gap in time between recoupment and repayment.

Products Impacted

Commercial and Medicare Plans.

Please note: This change will be implemented for claims for members of other Blue plans at a later date and a communication will be published once that date is determined.

Questions?

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