

PROVIDER BULLETIN

PROVIDER INFORMATION



October 1, 2024

Updated Requirements for Restricted Recipients

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) has updated the processes for Emergency Services provided to Restricted Recipients (RRP) enrolled in Minnesota Health Care Programs (MHCP) per instruction from the MN Department of Human Services (DHS).

DHS has published updated requirements for Managed Care Organizations (MCOs) to follow for RRP receiving emergency or urgent care. The new requirements are effective September 1, 2024.

Professional claims submitted for services provided in the emergency room with **Place of Service 23** or Urgent Care with **Place of Service 20** will be allowed regardless of whether the provider is the RRP's designated provider.

Emergency or Urgent Care that is performed by the RRP's designated provider is eligible for reimbursement. This includes both professional and facility charges from the designated provider.

Facility Claims for emergency or urgent care that is performed by a non-designated provider will be denied upon initial claims processing with **CO288 – referral absent**. Providers are required to submit an appeal with the medical records attached. DHS has advised the MCOs that medical records cannot be submitted as an attachment to the original claim for review. All medical record reviews must take place upon appeal.

Products Impacted

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

Questions?

Please contact Provider Services at **651-662-5200** or **1-800-262-0820**.