

Important Information for Our Health Care Provider Partners

To: Participating Physicians, Professional Health Care Practitioners & Facilities
Date: March 26, 2019
Subject: Electronic Claim Adjustment Request Changes

We would like to make you aware of upcoming changes to claim adjustment requests submitted electronically.

Effective April 26, 2019, Excellus BlueCross BlueShield will no longer accept electronic adjustment requests for claims that have not finalized or where specific information has been requested.

- A claim adjustment request submitted for an ***In Process, Paid or Denied* claim listed with explanation code K29 or K30** (OrthoNet™ medical record codes), will be returned with the message, "Additional Information." Please provide the information requested from the original claim to OrthoNet, an independent company with which Excellus BlueCross BlueShield has contracted to provide specialty benefit management and other services.

Note: For electronic claims, the 277CA will report claim status codes:
A3:123:82 (Additional Information requested from Entity: Rendering Provider)

- K29: Submit office notes with pt hx, op, proc (professional only)
- K30: Medical Records not received (professional only)

- A claim adjustment request submitted for an ***In Process* claim listed with any explanation code except K29 or K30**, will be returned with the message, "Duplicate of an existing claim/line, awaiting processing." Please allow additional time for processing of the original claim.

Note: For electronic claims, the 277CA will report claim status codes:
A3:78 (Duplicate of an existing claim/line, awaiting processing)

Please share this information with all practice locations and billing offices. If you have any questions related to these changes, please contact Customer Care at 1-800-920-8889.

Thank you for the quality of care and service that you provide to our members.