

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



August 8, 2017

### Searching Eligibility and Benefits

As previously communicated on November 1, 2015, Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) began migrating subscribers to our new operating system. Blue Cross currently has subscribers active on both the legacy and new operating systems; however, a significant amount of subscribers have migrated to the new operating system. It is important that the correct subscriber ID is submitted on claims as submitting an old or incorrect subscriber ID will cause delays in processing or, in some case, rejection of claims.

In most cases, migrated subscriber IDs consist of 15 characters, which begin with a 3-character alpha prefix, followed by 12 numbers. There are no dependent suffixes used in the new operating system. Senior Gold subscriber IDs contain a 3-character alpha prefix of JZT, followed by 12 numbers and an alpha suffix of an "A" or "B". Please note that the "A" and "B" are not related to Medicare Part A or Part B entitlement. If the "A" or "B" is not listed on the subscriber ID card or returned on an Eligibility and Benefit inquiry, it should not be submitted. All 15 or 16 characters of the subscriber ID must be submitted.

### Routine Physical Benefits for Migrated Subscribers

When searching for Routine Physical benefits, providers must use Service Type, "Routine Physical - 81", not Service Type, "Physician Visit - Office Well - BZ".

### Tony Downs Foods Office Visit Copay

Tony Downs Foods has a \$40.00 copayment for e-visits only, the copayment does **not** apply to regular office visits. The following Group numbers apply to Tony Downs Foods subscribers:

- 10294809, 10294811, 10294815, 10294817, 10294819, 10294821, 10294823
- 10317351
- 10318474

As a reminder, providers may not bill subscribers for Health Services covered by their Blue Cross health plan. Providers may bill for the applicable coinsurance, copayment or deductible, in accordance with Minnesota law. Treatment may not be withheld or delayed in the event the subscriber elects to not make payment in advance or prior to Blue Cross processing the claim.

### Questions?

If you have questions, please contact provider services at **(651) 662-5200** or **1-800-262-0820**.

QP20-17

Distribution: Available on providers.bluecrossmn.com. <https://www.bluecrossmn.com/healthy/public/personal/home/providers/forms-and-publications>

Blue Cross® and Blue Shield® of Minnesota and Blue Plus® are nonprofit independent licensees of the Blue Cross and Blue Shield Association.

L264R03 (12/13)