

Important News

Update for Medicare Secondary Payer Demand Notices

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Dear BCBSNC Group Administrators,

From time to time, Medicare may send a group a notice that it has identified a member for whom Medicare has mistakenly made primary payments for services. Such notices are called Medicare Secondary Payer (MSP) demand notices. If you authorize Blue Cross and Blue Shield of North Carolina to act and respond to the notice on your behalf, we will search our records and respond to Medicare for you.

If you receive a MSP Demand or any correspondence relating to such a notice, please send the letter and all documentation to one of the following addresses immediately:

MSP.RegCorrsub@bcbsnc.com

OR

Attn: Diana Kelley, MSP Intake Coordinator Blue
Cross and Blue Shield of North Carolina Claims
Operations Management
P.O. Box 2291
Durham, NC 27702-2291

Please send this paperwork directly to the address above to expedite this process as much as possible.

Authorization Letter and Eligibility Verification Letter

As part of our response, CMS may require you to provide an Authorization Letter and/or and Eligibility Verification letter. BCBSNC will inform you as to which letters you will need to complete and will also answer your questions about the appropriate information to provide when completing them. You must compose these letters on your company letterhead and have them signed by an authorized company representative. The letters will need to be mailed to BCBSNC, attention Diana Kelley.

Additional Note

Please ensure that all information pertaining to a MSP demand is immediately sent to Diana Kelley. CMS requires that a response be received within 60 days from the date of the letter. Researching and responding to a demand can take at least that long.

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