

# Provider Update



## BlueCard Claims Processing Enhancements – Making the move to the Power MHS processing system

At Blue Cross and Blue Shield of North Carolina (BCBSNC) we're continuously looking to improve performance, which is why we're excited to tell you about changes taking place within our Inter-Plan Programs department that will affect BlueCard claims processing. Beginning the weekend of August 3, 2008, we are starting the transition of all BlueCard claims processing functions from our Legacy claims system to our much newer Power MHS system. We're doing this to provide you with better service, speed claims transactions, improve accuracy and reduce the cost associated with the many manual processes required for claims processing on the older system.

Changes are being implemented in a phased approach and plans are to complete the process by mid-November 2008. So while there are several changes still in the works, we want you to know about the changes affecting the current claims adjudication process and what benefits you can expect to see in the coming days.

After the weekend of August 3<sup>rd</sup>, BlueCard claims will be processed using a dual use of the Power MHS system and the Legacy system that's being retired. This dual use will recognize and process BlueCard Host\* claims on the Legacy claims system, then transfer the information to the Power MHS claims system. This means that once a claim has been processed, the EOP (explanation of payment) will be generated from our Power MHS system and have the same familiar look as the Blue Options PPO explanation of payment.

Improvements to watch for on Power MHS produced EOPs for BlueCard claims:

- Clearer descriptions on column headers
- Serial numbers assigned to claims will print on the EOPs (claims processed by BCBSNC as the Host plan begin with the number 310)
- Enhanced remark codes with easy to understand descriptions
- Refunds received from the provider of service that have been applied to the claim will display on the EOP
- Refunds that have been reversed to the provider of service will print on the EOP
- When a claim has been reversed, the claim reversed information will display on the EOP.

*(Continued)*

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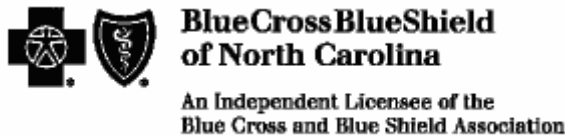
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The following are some examples of what to look for on Power MHS produced EOPs for BlueCard claims:

(Please note that actual EOPs will include provider and member identifying information)



## EXPLANATION OF PAYMENT

Vendor Name:  
Vendor ID Number:

Patient's Name	ID Number	Dates of Service	Patient Number	Medical Re			
Type of Service	PC/Days	Prov ID	Billed Charges	Contracted Charges	Disallowed Amount	Deductible Amount	Copay/Coins Amount

**REMARKS**

K EXCEEDS ALLOWANCE FOR THIS SERVICE  
V001 WRONG PROVIDER PAID  
O189 DUPLICATE CLAIM/SERVICE

Remark Codes

THE FOLLOWING MAY NOT APPLY SPECIFICALLY TO ANY INDIVIDUAL CLAIM ON THIS NOTICE

DISALLOWED AMOUNT - THIS IS A DOLLAR AMOUNT THAT MAY OR MAY NOT BE THE RESPONSIBILITY OF THE MEMBER. IF THE PROVIDER IS PARTICIPATING, THE PROVIDER IS LIABLE FOR THIS AMOUNT. IF THE PROVIDER IS NON-PARTICIPATING, THE MEMBER IS LIABLE FOR THIS AMOUNT.  
DEDUCTIBLE AMOUNT - THIS IS AN AMOUNT THAT IS THE RESPONSIBILITY OF THE MEMBER.  
COPAY/COINS AMOUNT - THIS IS AN AMOUNT THAT IS THE RESPONSIBILITY OF THE MEMBER.  
REMAINING MBR. EXPENSE - THIS IS THE TOTAL MEMBER LIABILITY FOR THE CLAIM.

FOR ASSISTANCE WITH THE INFORMATION REPORTED ON THIS EOP, OUR PROVIDER BLUE LINE TOLL FREE NUMBER 1-800-214-4844 IS AVAILABLE. YOU MAY ALSO SEND WRITTEN INQUIRIES TO BCBSNC CLAIMS SERVICE, PO BOX 2291, DURHAM, NC 27702.

*(Continued)*

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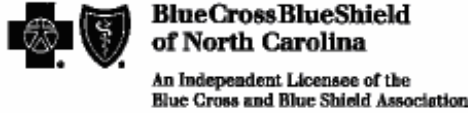


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## EXPLANATION OF PAYMENT

Vendor Name:  
 Vendor ID Number:

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Patient's Name	ID Number	Prov ID	Dates of Service	Patient Number	Medical Rec Number	Place			
Type of Service	PC/Days		Billed Charges	Contracted Charges	Disallowed Amount	Deductible Amount	Copay/Coins Amount	Remaining Mbr Expense	Remark Code
TRAINING ONLY			01/04/2008	01/04/2008					
OFFICE VISIT	99212		-100.00	-60.20	-39.80	0.00	0.00	0.00	K
OFFICE VISIT	99204		-75.00	-75.00	0.00			00	
OFFICE VISIT			/08/2008	01/08/2008	-39.80			00	K
OFFICE VISIT			/10/2008	01/10/2008				00	
RADIOLOGY			-100.00	-80.11	-19.89	0.00	0.00	0.00	K
OFFICE VISIT	99212		-100.00	-60.20	-39.80	0.00	0.00	0.00	K
OFFICE VISIT	99204		-75.00	-75.00	0.00	0.00	0.00	0.00	
OFFICE VISIT	99212		01/06/2008	01/06/2008	-39.80	0.00	0.00	0.00	K
OFFICE VISIT	99204		01/10/2008	01/10/2008	0.00	0.00	0.00	0.00	
RADIOLOGY	72110		01/10/2008	01/10/2008	-100.00	-80.11	-19.89	0.00	K
			CLAIM #: 31020081680015900		EFT BATCH #: 080012100		CLAIM TOTAL:		
TRAINING ONLY			01/04/2008	01/04/2008					
OFFICE VISIT	99212		100.00	60.20	39.80	60.20	0.00	60.20	K
OFF					00	39.80	0.00	39.80	
OFF					80	0.00	0.00	0.00	K
OFFICE VISIT	99204		75.00	75.00	0.00	0.00	0.00	0.00	
RADIOLOGY	72110		01/10/2008	01/10/2008	100.00	80.11	19.89	0.00	K

Reversed Claim

Remark Code

Serial Claim Number Starting With #310

We'll provide further updates as we move toward fully retiring the Legacy claims system. However, if you have any questions please let us know by contacting your regional network management representative.

\*BlueCard Host applies to claims that are processed by BCBSNC for BlueCard members having health care coverage from an out-of-state BC and/or BS coverage plan.

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