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 3rd, 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.

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Provider Update

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(Continued)

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)

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### EXPLANATION OF PAYMENT

**Patient’s Name** | **ID Number** | **Dates of Service** | **Patient Number** | **Medical Re**
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**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**

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**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.

**CO/PAY/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 NUMBER 1-800-214-4844 IS AVAILABLE. YOU MAY ALSO SEND WRITTEN INQUIRIES TO BCBSNC Claims Service, PO BOX 2291, DURHAM, NC 27702.**

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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.