

How to Submit Medical Records and Itemized Bills for Blue Cross NC Member High Dollar Reviews

Blue Cross Blue Shield of North Carolina (Blue Cross NC) reviews member claims when billed charges exceed **\$50,000**. To avoid delays or returned claims, submit the **required medical records and itemized bill** before filing an electronic claim.

Before you submit

- Confirm the claim's billed charges exceed **\$50,000**.
- Gather the required medical records and itemized bill.
- Verify the patient's name, member ID, date of birth, and date(s) of service.
- Choose the correct submission method: ProviderLink, fax, or mail.

Required medical records

- Admission summary
- Discharge summary
- Operative reports
- Implant logs
- Manufacturer's invoices
- Circulating nurses' notes

Submit electronically through ProviderLink

Use ProviderLink when submitting medical records and an itemized bill separately from the electronic claim.

- 1) Submit the medical records and itemized bill separately from the claim using the online message feature. Use **"High Dollar Records and Itemized Bill"** as the subject.
- 2) Include the following in the message header:
 - a. Patient's name
 - b. Member ID number, including prefix and suffix, in the Unique ID field
 - c. Patient's date of birth
 - d. Date(s) of service
 - e. Sender's name and direct phone number
- 3) Use the Audit Trail feature to monitor the submission.

Important: Do not request a reply when submitting the proactive itemized bill. Requesting a reply assigns the patient's files to a specific work list and creates unnecessary incoming messages.

- 4) Send the medical records and itemized bill to the ProviderLink mailbox **"High Dollar Records and Invoices."**

Submit by fax

Fax the cover sheet, medical records, and itemized bill to the number for the applicable line of business.

1. Create a fax cover sheet that includes:
 - a. Patient's name
 - b. Member ID number, including prefix and suffix
 - c. Patient's date of birth
 - d. Date(s) of service
 - e. Total charge
 - f. Sender's name and direct phone number
 - g. Subject: **"High Dollar Records and Itemized Bill"**
2. Use the fax number for the applicable line of business:
 - **Commercial:** 844-340-5055
 - **State:** 844-340-5244
 - **Medicare:** 844-340-5477

Submit by mail

Mail the claim, medical records, and itemized bill to:

Blue Cross Blue Shield of North Carolina

PO Box 35

Durham, NC 27702