

Medicare crossover claim issue

September 3, 2019

Update issued September 20, 2019

We're pleased to let you know that we have a solution for bringing in the claims that did not cross over from Medicare to Blue Cross.

- These claims were brought into our system during the week of September 16.
- To avoid duplication, please do not resubmit them.
- Claim status information will be available starting the week of September 23.

If you have concerns after checking claim status online, please call Provider Service at 1-800-451-8123.

Original message posted September 3, 2019:

The Centers for Medicare & Medicaid Services (CMS) notified Blue Cross on July 12, 2019 of an issue involving institutional coordination of benefits authorization (COBA) crossover claims.

Between July 1 and July 11, 2019, approximately 45,000 837 institutional COBA claims did not successfully cross over from Medicare to Blue Cross. CMS' notification indicated that the issue was resolved and did not affect claims submitted July 12, 2019 or later. We are still waiting for Medicare to resubmit the impacted claims.

If you have questions about missing crossover claims, please contact Medicare.

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