

LABOR BYTES



BlueCross BlueShield
of Illinois

A Newsletter for Labor Technical Staff from
Blue Cross and Blue Shield of Illinois
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Spring 2006 Enhancements

In April, all groups received documentation concerning Spring 2006 system enhancements, which are part of the Blue Cross and Blue Shield of Illinois (BCBSIL) semi-annual system update. These enhancements involved changes to the Illinois and BlueCard processes. They went into production on June 11, with changes appearing on the June 12 transmission file.

ETR3 Transmission File Changes

Two new fields were added to the ETR3 claims transmission layout. Clients will now have the option to take in the Provider Specialty code and the ProviderType at the service line level (both were previously available only at the claim level). These new fields will replace fields previously used as filler. Both fields are now passed at each service line, and will occur on both Illinois and BlueCard transmission claims.

Please note that if BCBSIL does not receive the ProviderType or Provider Specialty codes at the service line level from providers, spaces will be passed in these fields on the transmission file. Additionally, on **Illinois** claims, this information will only be passed at the service line level when the claim level information indicates that services were performed at a multi-specialty clinic.

The first occurrence of these codes can be found at the following positions on the ETR3 file layout:

Etr3-Svc-Pro-Type	PIC X(02)	1915
Etr3-Svc-Pro-Specialty-Cd	PIC X(03)	1989

The list of Provider Specialty codes and Provider Types can be found on our Web site at http://www.bcbsil.com/labor/code_manual.htm.

Ineligible Reason Code Requirement

BCBSIL now requires that an ineligible reason code be populated in the **Edf2-Svc-Non-Pymt-Rsn-Cd** field on the EDF2 layout for Illinois claims. This applies to claims that have zero dollars eligible or claims where the eligible amounts do not equal the provider charges. Any claims not meeting this criteria will be returned to groups via a reject file, with a Reject Reason code of RC017 (ineligible reason code invalid or missing). This is an existing field on the EDF2 layout, occurring at each service line. The first occurrence can be found at the following position on the EDF2 layout:

Edf2-Svc-Non-Pymt-Rsn-Cd **PIC X (05)** **578**

The EDF2 file layout, as well as the list of valid Ineligible Reason codes can be found on our Web site at <http://www.bcbsil.com/labor/reference.htm>.

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New Adjustment Reason Codes

BCBSIL has created seven new Adjustment Reason codes to better explain certain types of adjustment requests. The list of codes and their definitions are as follows:

Adjustment Reason Code	Adjustment Reason
A24	Subrogation
A25	Auto insurance
A26	Blue on Blue
A27	Maxed benefits
A28	Fund requested refund
A29	Claim paid at incorrect benefit level
A30	Provider coding error

Please note that the new codes are for Illinois claims only. These, and all other Adjustment Reason codes, can be found on our Web site at http://www.bcbsil.com/labor/code_manual.htm.

If you have any questions regarding these changes, please contact your Marketing Support representative.

Host Plan EOB Requests

The BlueCross BlueShield Association prohibits BlueCross BlueShield (BCBS) plans from requesting Explanation of Benefits (EOBs) from other BCBS plans. EOBs should be requested directly from the member for situations (e.g., Medicare or Coordination of Benefits) where the information is required for claim processing. Please note that should BlueCross BlueShield of Illinois receive

other insurance data from another BCBS plan, this information will be passed to groups in the transmission file. (Please refer to the Fall 2004 issue of *Labor Bytes* for a full list of transmission file field names, which may contain Medicare or Coordination of Benefits data.) It is important that groups utilize this information to process claims in order to avoid a delay in claims processing.

Security Access Reminder

Anyone accessing the BCBSIL mainframe requires a log in User ID, which may be obtained through your BCBSIL Marketing Support representative. If a User ID has not been used in 30 days, the password will expire. If a User ID has not been used in six months, the security access is revoked and the log in is

reassigned to another user. To avoid password issues and to avoid losing security access, please access the BCBSIL mainframe at least once every 30 days. If you have any questions, please contact your BCBSIL Marketing Support representative.

Ordering ID Cards

The BCBSIL ID card is one of the most important member tools. Unfortunately, ID cards may get misplaced, lost or stolen.

If your group sends a membership file on a regular basis, BCBSIL will produce ID cards based on information received. However, if you need to order additional ID cards in the interim of the file being processed, simply fax or email the following required member information to:

Fax : (312) 540-4740
E-mail : MKTGMEMB@BCBSIL.COM

The following member information must be provided:
Full Name
SSN
UID
DOB
Account Name and Account Number

Please allow 5 – 10 business days after the request has been submitted for the ID card(s) to arrive.

You can also order ID cards through the Blue Access® Portal. If you are not familiar with the Blue Access® Portal or if you have any questions regarding the options mentioned above, please contact your Account Management representative.

New Marketing Support Staff Member



Carrie Anne Goselin joined the Marketing Implementation team in January 2006. She began her career at Blue Cross and Blue Shield of Illinois in 2003 in the Labor Accounts Full Service Unit in Chicago as part of the clerical staff, and worked her way up to group coordinator before joining the Implementation team.

Carrie received a Bachelors of Business Administration with a concentration in Health Care Management from Robert Morris College and is currently working towards her Masters Degree in Business Administration. Carrie is a native, and current resident, of the far southwest suburbs.

BCBSIL Systems Support Information and Holiday Schedule

Mainframe Hours

This includes Home Plan Aid, Line Item Link, LCSSL and IMNU:

- ◆ Monday through Friday:
7:00 a.m. - 11:45 p.m. (CST/CDT)
- ◆ Saturday: 7:00 a.m. - 3:30 p.m. (CST/CDT)
- ◆ Sunday and Holidays: Not available

As a general rule, groups should contact their Marketing Support representative if they plan to work on Saturday. BCBSIL frequently performs file conversions and production moves on weekends that may affect mainframe system availability.

EMCnet Availability

Disposition Files:

EMCnet is available to transmit disposition files any time. The processing of these files depends upon the time they are sent.

- ◆ Files sent before 10:00 p.m. (CST/CDT) will be processed the next business day.
- ◆ Files sent after 10:00 p.m. (CST/CDT) will not be processed until the second business day .

Transmission Files:

Transmission files are sent by BCBSIL via EMCnet Monday thru Saturday, which are received by groups Tuesday thru Saturday morning by 6:00 a.m. (CST/CDT) and in the evening on Sunday.

Help Desk Support Hours

Phone Number: (877) 242-1369

- ◆ **Full Support:** Monday through Friday, 7:00 a.m. - 10:00 p.m. (CST/CDT)
- ◆ **Limited Support:** Before/after hours listed above, Saturday, Sunday and BCBSIL Holidays

Blue Cross and Blue Shield of Illinois remaining holidays for 2006:

- ◆ Independence Day – Tuesday, July 4
- ◆ Labor Day – Monday, September 4
- ◆ Thanksgiving Day – Thursday, November 23
- ◆ Day after Thanksgiving – Friday, November 24
- ◆ Christmas – Monday, December 25



BlueCross BlueShield of Illinois

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