

# TECH SPECS



BlueCross BlueShield of Illinois  
 BlueCross BlueShield of New Mexico  
 BlueCross BlueShield of Oklahoma  
 BlueCross BlueShield of Texas

A quarterly newsletter for Shared Claims Processing Technical Staff from Blue Cross and Blue Shield of Illinois

Spring 2009

## Spring 2009 Systems Enhancements

Blue Cross and Blue Shield of Illinois (BCBSIL) recently made a number of enhancements to the Shared Claims Process (SCP) as a part of our semi-annual update. The Spring 2009 System Enhancements were effective April 20. Please find a detailed description of each enhancement below.

### Hospice Revenue Codes

BCBSIL previously passed claims billed with Revenue Codes “0655” and “0656” with an Accommodation Revenue Code so SCP accounts could adjudicate services as inpatient only. Effective with the Spring 2009 System Enhancements, BCBSIL began transmitting SFs with Revenue Codes “0655” and “0656” without the Accommodation Revenue Code so claims may be processed as inpatient or outpatient.

### OPL Field Name Change

BCBSIL previously transmitted Medicare amounts in the Medicare Limit Amounts field only. Effective with the Spring 2009 System Enhancements, this field was redefined to accommodate the withholding amounts held by primary carriers. Therefore, existing fields were renamed on the ETR3 layout, HIPAA 837 mapping guide, IMNU inquiry screen and LCSL reports.

Current ETR3 Field Name	ETR3 Column	New ETR3 Field Name
ETR3-CLM-MC-LIMIT-AMT	1064	ETR3-CLM-OI-WTHHLD-RSK-AMT

Current LCSL Report Field Name	New LCSL Field Name
CLM MEDICARE LIMIT AMT	CLM OI WTHHLD/RISK AMT

Current IMNU Inquiry Screen Name	New IMNU Inquiry Screen Name
WTHOLD AMT	WTHOLD RSK

Please see the attached updated ETR3 layout, HIPAA 837 mapping guide, IMNU Inquiry Screen and LCSL reports.

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## BCBSIL Equipment Maintenance

Any accounts planning to perform routine maintenance on their internal system that involves BCBSIL equipment at the account's office should first contact their Marketing Support representative and/or the BCBSIL Service Desk at (877) 989-6675. Please provide the day and time of the planned maintenance so the proper support is available if necessary.

## Spring 2009 Systems Enhancements (continued)

### LCSL Reports Changes

LCSL reports, also referred to as the LDUES reports, gained additional fields associated with the Membership Record Indicator beginning with the 2009 Spring Enhancements. The fields associated with the Membership Record Indicator clarify what information, if any, BCBSIL altered on a claim prior to transmitting it to an account.

Please see the attached updated LCSL reports.

### New HIPAA 837 Field for Proprietary Adjustment Reason Code

For those accounts utilizing the HIPAA formats, BCBSIL previously converted the proprietary Adjustment Reason Code to a HIPAA ANSI Code. Effective with the Spring 2009 System Enhancements, the proprietary Adjustment Reason Code for all adjustments will also be passed on the HIPAA 837 Professional/Institutional layout.

837 Layout	Current 837 Field Name	Loop/Segment/Field/Position
Professional	CLM-FSS-ADJUST-RSN-CD	2300/REF/REF02
Institutional	CLM-FSS-ADJUST-RSN-CD	2300/REF/REF02

Please see the attached updated HIPAA 837 layout.

### New SF Message Codes

New SF Message Code "1038" was added to denote an unlisted CPT Code, which has no pricing. The new SF Message Code will be passed at the line level only. New codes were also added to identify a provider's participation in the Blue Distinction Center programs. These new values will be added as the programs are rolled out over the next three years. These codes may be passed either at claim or line level.

SF Message Code	Definition
1028*	Blue Distinction Centers® for Acute Leukemia
1029*	Blue Distinction Centers for Breast Cancer
1030*	Blue Distinction Centers for Spine Surgery
1031*	Blue Distinction Centers for Pediatrics
1032*	Blue Distinction Centers for Knee Replacement
1033*	Blue Distinction Centers for Kidney Transplant
1034*	Blue Distinction Centers for Colon Cancer
1035*	Blue Distinction Centers for Prostate Cancer
1036*	Blue Distinction Centers for Hip Replacement
1037	Additional program TBD
1038	Zero pricing has been applied, as the provider needs to submit additional information for corrected pricing. An adjustment will follow when information has been received.

\* This is a designation awarded by Blue Cross and Blue Shield companies to medical facilities that have demonstrated expertise in delivering quality health care. The designation is based on evidence-based, objective selection criteria established by expert physicians' and medical organizations' recommendations. Its goal is to help consumers find quality specialty care on a consistent basis, while enabling and encouraging health care professionals to improve the overall quality and delivery of care nationwide.

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## Spring 2009 Systems Enhancements (continued)

The ETR3 and HIPAA 837 positions for the SF Message Codes are as follows:

- ETR3-SVC-SF-MSG-CD, column 1895
- HIPAA SF Message Code - Professional - Segment K3/K301, field position 8 to 27
- HIPAA SF Message Code - Institutional - Segment PWK/PWK06, field position 9 to 28

For a complete listing of the SF Message Codes, please contact your Marketing Support representative.

### DF Message Code Update

SCP accounts were previously not allowed to adjust BlueCard® claims that were denied with DF message code “0706” (no record of membership). Effective with the Spring 2009 System Enhancements, SCP accounts are now able to adjust these claims. *Please note any account with upfront denials for no record of membership must have the original claim on their internal system for an adjustment to be initiated.*

### Empty Reject Files

Effective with the Spring 2009 System Enhancements, BCBSIL will now send reject files only to accounts with rejected claims. Empty reject files will no longer be sent.

For questions regarding the Spring 2009 Systems Enhancements, please contact your Marketing Support representative.

## Member Balance Billing Inquiries

In order to better serve our clients, please have the following information available when contacting the Full Service Unit (FSU) regarding balance billing inquiries:

- Total amount member is being billed
- Provider billing phone number
- Date of billing statement
- Patient account number/reference number
- Copy of the bill (for BlueCard claims)

Providing this information will minimize delays and assist the FSU in promptly responding to the issue.

## Security Changes

In order to improve security, the process for requesting BCBSIL mainframe/HPA user IDs will soon be changing. In the near future, the user's signature will be required on all new security requests. This includes both requests for new IDs and requests for changes to existing IDs. Details will be sent in a separate communication. Please contact your Marketing Support representative with any questions.

## SCP Re-Engineering Project Update

### Soft Edits

Membership soft editing on SCP claims is now available for all accounts with current membership data on the BCBSIL system. Many accounts are making required membership file updates to take advantage of these new edits. Account Management will contact each account to discuss their readiness for membership file testing.

### HIPAA 837/835 File Formats

SCP accounts can begin converting to HIPAA 837 and 835 formats based on an account's technical capabilities. Companion guides and mapping documents for both file formats have been distributed. Accounts should contact their Account Management representative if they have not yet received the documentation.

### HIPAA Electronic Inquiries

In Fall 2008, a new feature that allows BCBSIL to assist accounts with Blue Cross and Blue Shield Association mandated responses to electronic inquiries from providers was implemented. *Please note these electronic responses include a disclaimer, "Unless otherwise required by state law, this notice is not a guarantee of payment. Benefits are subject to all contract limits and the member's status on the date of service. Accumulated amounts, such as deductibles may change as additional claims are processed."*

This enhancement includes eligibility, benefit and accumulator inquiries.

Responses to *eligibility* inquiries are based on membership information housed on the BCBSIL system once an account has made their changes for the Soft Edits project. BCBSIL began responding to these inquiries on behalf of SCP Soft Edit accounts in September.

Responses to *benefit* inquiries are based on benefit information housed on the BCBSIL system. Accounts have been asked to provide current benefit information (SPDs or Plan Benefit Booklets) for loading. BCBSIL began responding to these inquiries for coded SCP accounts only in December.

Responses to *accumulator* inquiries are based on accumulator information housed on the BCBSIL system. Accounts are required to transmit frequent electronic data files to BCBSIL with accumulator information for all members. BCBSIL began responding to these inquiries on behalf of SCP accounts with loaded accumulators only in December.

Please contact your Account Management representative with any questions.

## New Marketing Support Staff Member



Please welcome **Jon Freeberg**, our new Marketing Support staff member who joined us in January. Jon graduated from Colgate University in New York with a Bachelor of Arts degree in History, and has completed internships with two different organizations.

Originally from San Diego, Jon resides in Chicago's Lakeview area and enjoys playing lacrosse in his spare time.

# BCBSIL Systems Support Information

## rEDI-Link Availability

### Disposition Files:

rEDI-Link 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 be processed the second business day.

### Transmission Files:

Transmission files are sent by BCBSIL via rEDI-Link Monday through Saturday, and are received by clients Tuesday through 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. to 10:00 p.m. (CST/CDT)
- **Limited Support:** Before/after hours listed above, Saturday, Sunday and BCBSIL Holidays

## Mainframe Hours

This includes HPA, ALIM, LCSL, IMNU and TRMN:

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

As a general rule, clients 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.



**BlueCross BlueShield of Illinois**

*Experience. Wellness. Everywhere.<sup>SM</sup>*

## 2009 Blue Cross and Blue Shield of Illinois Holidays

- **Memorial Day** – Monday, May 25
- **Independence Day** – Friday, July 3
- **Labor Day** – Monday, September 7
- **Thanksgiving** – Thursday, November 26
- **Day after Thanksgiving** – Friday, November 27
- **Christmas Eve** – Thursday, December 24
- **Christmas Day** – Friday, December 25

# C o n t a c t s

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## **Patrick Egan**

Senior Director, National Division  
(312) 653-7111  
eganp@bcbsil.com

## **Alice Duncan**

Manager, National Division  
(312) 653-5930  
Alice\_Duncan@bcbsil.com

## **Terese Jackway**

Assistant Manager  
(312) 653-3828  
Terese\_Jackway@bcbsil.com

## **Brigid Berry**

NMA Account Support Coordinator  
(312) 653-2467  
Brigid\_Berry@bcbsil.com

## **Alicia Massery**

NMA Account Support Coordinator  
(312) 653-7419  
Alicia\_Massery@bcbsil.com

## **Nina Rau**

NMA Account Support Coordinator  
(312) 653-3825  
Nina\_Rau@bcbsil.com

## **Jennifer Hauptmann**

NMA Account Support Analyst  
(312) 653-6246  
Jennifer\_S\_Hauptmann@bcbsil.com

## **Violet Kowalski**

NMA Account Support Analyst  
(312) 653-7463  
Violet\_Kowalski@bcbsil.com

## **Nadia Blan**

Account Support Analyst  
(312) 653-6254  
Nadia\_Blan@bcbsil.com

## **Jon Freeberg**

Account Support Associate  
(312) 653-3776  
Jon\_Freeberg@bcbsil.com

To receive this newsletter regularly, write to Nina Rau, Marketing, Blue Cross and Blue Shield of Illinois, 300 East Randolph Street, 26th Floor, Chicago, Illinois 60601 or send an e-mail request to [Nina\\_Rau@bcbsil.com](mailto:Nina_Rau@bcbsil.com). Please inform us of address changes, new staff and other updates.

Editor: Sharon Ciampi  
[sharon\\_ciampi@hotmail.com](mailto:sharon_ciampi@hotmail.com)

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