

TECH SPECS



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

A Newsletter for Shared Claims
Processing Technical Staff from
Blue Cross and Blue Shield of Illinois
Winter 2006

Welcome to *Tech Specs*!

With this edition, Blue Cross and Blue Shield of Illinois (BCBSIL) unveils a new name and design for its quarterly Shared Claims Processing newsletter formerly known as *Labor Bytes*.

Through *Tech Specs*, BCBSIL strives to continue to improve service to accounts, providing important information regarding upcoming systems changes and other technical news.

We hope that this new look continues to make *Tech Specs*, an enjoyable and informational read to you, our faithful readers!

As always, your comments and feedback are welcome. So tell us what you think. Please email Nina Rau at Nina_Rau@bcbsil.com.

EMCnet to rEDI-link Conversion

This November, Blue Cross and Blue Shield of Illinois e-mailed letters announcing the conversion from EMCnet to rEDI-link. With this conversion to rEDI-link, our goal is to ensure greater system stability and decrease the number of systems outages for clients.

All accounts should have received documentation about this enhanced system, which included new command options to download and upload files, as well as a new dial-in phone number and password. At this time, all accounts should be actively using the new rEDI-link system to transmit and download all data files.

The rEDI-link User's Guide has been posted to the Shared Claims Processing Web site, which can be found in the Reference Materials section at <http://www.bcbsil.com/labor/reference.htm>.

If there are questions concerning this new system, please feel free to contact your Marketing Support representative.

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Automated Transmittal Options

As mentioned in the Winter 2004 issue of *Labor Bytes*, BCBSIL now offers two automated options to handle transmittal requests: the Mainframe Online Process and the Electronic Transmittal Process. These processes offer alternatives to the existing manual process, which requires faxing transmittal requests to BCBSIL. Clients can now electronically request claim adjustments and provider credits, as well as request additional information from providers. Customers may use one or both of the automated transmittal methods, provided they have met certain requirements.

Mainframe Online Process

The Mainframe Online Process provides users with the ability to connect directly to BCBSIL's mainframe database. Users have the ability to browse, respond to or perform same-day deletions of transmittal requests online. Use of the Mainframe Online Process requires that users initiate mainframe connectivity and obtain the appropriate security access, which may be acquired from the group's Marketing Support representative.

Electronic Transmittal Process

The Electronic Transmittal Process involves sending requests and receiving responses via rEDI-link, using predefined record layouts. The electronic request is the file sent to BCBSIL by a customer who is requesting a particular action (e.g., that an adjustment be generated, additional provider information be provided, etc.). The electronic response is BCBSIL's reply to the request. In order to use the Electronic Transmittal Process, programming must be established that allows the transmission of request files and the receipt of response and error files.

Instructions for both of these options can be downloaded from the Shared Claims Web site at <http://www.bcbsil.com/labor/eim.htm> under Appendix H.

Groups are encouraged to use one or both of these methods. For more information or questions, please contact your Marketing Support representative.



RC061 Logic Change

In the last issue of *Labor Bytes*, a new Reject Reason Code was announced, RC061 – *Reason for adjustment was not due to OI savings. OI savings must equal zero.* This code was implemented to ensure that credit adjustments not involving other insurance payments were not being applied to other insurance savings fields.

Shortly after the code was put into production on October 23, the logic for RC061 was pulled on October 24 to be corrected. There were some claims impacted by this error; however, affected groups were notified and the claims were corrected.

The new logic for RC061 was put into production on December 20. Groups who made the necessary changes on their end to include this code in their system in October should not be affected by this change. Groups who did not originally make the programming changes to include RC061 in their system may see some rejects now that the new logic is in production.

If there are any questions, please contact your Marketing Support representative.



Biannual System Update Conference Calls

Twice a year, BCBSIL implements system updates and enhancements. In the past, letters have been sent to clients announcing these updates and a newsletter article has been published. Beginning in spring 2007, BCBSIL will also hold conference calls, which will provide a review of the system updates and will provide clients the opportunity to ask BCBSIL experts questions regarding the system updates.

Approximately six to eight weeks prior to the system updates moving into production, BCBSIL will notify all clients by e-mail. The e-mail will contain detailed system update information, as well as the date, time and dial-in number for the conference call (which will occur about two weeks later).

To share points of clarification or questions that result from the conference call, they will be published as "FAQs" in the following edition of *Tech Specs*.

Please contact your Account Management representative with any questions.

New Marketing Support Staff Member



Nadia Blan joined the Marketing Implementation Team in October 2006. She began with the Blues as an intern for Blue Cross Blue Shield Association in the Inter-Plan Programs Policy and Strategic Communications during the summer of 2005. After graduating in December 2005 from Purdue University with a Bachelor of Arts in Psychology, she briefly studied abroad in Madrid, Spain. Upon returning to the States, she worked in sales for Wells Fargo Financial before returning to the Blues.

Nadia grew up in the northwest suburb of Park Ridge and recently moved to the Lincoln Park area.

Tech Specs 2007 Publication Schedule

- March 30
- June 29
- September 28
- December 31

BCBSIL Systems Support Information

Mainframe Hours

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

- Monday thru Friday: 7:00 a.m. - 11:45 p.m. (CST/CDT)
- Saturday: 7:00 a.m. - 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.

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 thru Saturday, which are received by clients 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

2007 Blue Cross and Blue Shield of Illinois Holidays

- Memorial Day – Monday, May 28
- Independence Day – Wednesday, July 4
- Labor Day – Monday, September 3
- Thanksgiving Day – Thursday, November 22
- Day After Thanksgiving – Friday, November 23
- Christmas Eve – Monday, December 24
- Christmas Day – Tuesday, December 25



C o n t a c t s

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All previous issues of this newsletter can be found at www.bcbsil.com/labor/newsletters.htm