

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 2007/Spring 2008

Condell Hospital - Now Non-Contracting

Effective October 2, 2007 Condell Hospital became a non-participating hospital with Blue Cross and Blue Shield of Illinois. As a result, any Condell-owned facilities and satellites are also now non-participating. We regret that the hospital has taken this course, as it may cause an inconvenience for members that utilize Condell Hospital for treatment.

It is important to note that physician contracts are not affected by Condell Hospital's decision. On-staff physicians at Condell Hospital have individual contractual relationships with BCBSIL. As always, members should be directed to their physicians' office to ensure PPO participation.

Please take this opportunity to remind your members that seeking care from PPO network hospitals and physicians will result in the highest level of benefit coverage available to them. This will help them avoid significantly higher out-of-pocket expenses.

Since Condell Hospital is no longer part of the BCBSIL hospital network, transmitted claims with service dates after October 2, 2007 will have the following changes:

- Claims now are considered "Fund to Pay" instead of Provider Pay." In other words, the Payment Payee Code (Etr3-Key-Payment-Payee-Cd; position 66) is now set to "1" instead of "0" on the transmission file.
- The PPO Indicator (Etr3-Pro-PPO-Ind; position 100) is set to "N."
- The Discount Percentage (Etr3-Svc-Discount-Percent; position 1846) is zero.

Please contact your Account Management representative for questions.

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BlueCard Claim Denials

There are seven new informational DF Message Codes, first introduced as part of the Spring 2007 System Enhancements. DF Message Codes “1133”, “1134”, “1135”, “1137”, “1138”, “1139” and “1140” are used for out-of-state, non-contracting provider claims identified by SF Message Codes “1122”, “1123”, “1124” and “1125”. As a reminder, these DF Message Codes are informational only, and need to be used in addition to an appropriate denial DF Message Code when denying a BlueCard claim.

Please contact your Marketing Support representative with any questions.



Spring 2008 Systems Enhancements Documentation

As part of its bi-annual systems enhancements, BCBSIL distributes technical information required for programming changes approximately eight weeks prior to the actual production move date. The move date for the spring 2008 systems enhancements will be April 14; therefore, technical documentation will be distributed to accounts by February 18. In addition, a conference call will be held on Tuesday, March 11 to review and answer any questions pertaining to the spring 2008 systems enhancements. Detailed call information will be e-mailed over the upcoming months.



New Provision IDs

Effective December 10, 2007, two new Provision IDs were added:

1. RCCS = Identify Routine Colonoscopy at the Hospital
2. INJA = Identify the Injection Administration (professional charge)

A full list of Provision IDs can be downloaded from the BCBSIL Shared Claims Processing Web site at http://www.bcbsil.com/labor/pdf/code_manual/provision_ids.pdf.



SCP Re-Engineering Project Update

At this time, BCBSIL is refocusing its efforts on elements of the Shared Claims Processing Re-Engineering Project that provide the greatest benefits to our customers. As a result, the implementation of the HIPAA 837 and 835 layouts is targeted for June 2008. The membership soft editing capabilities (Soft Edits) will be implemented later in 2008. Additional information about Soft Edits will be provided in upcoming issues of *Tech Specs*.

As mentioned in previous articles, conversion to the HIPAA file formats for electronic claims transmission and disposition files may be phased in based on accounts' technical capabilities. Specific programming changes required to accept and return the HIPAA formats will be provided in early 2008. In the meantime, please contact your Account Executive with questions.

Adjustment Field Clarification

The last issue of *Tech Specs* included an article about use of the Informational Notes field. This field should be used to reference additional information about adjustments or original entry claims. It should be noted that although this field provides additional information about an adjustment, the actual Adjustment Reason Code has been and will continue to be transmitted in the Adjustment Reason Code field (Etr3-Clm-FSS-Adjust-Rsn-Cd; position 468).



File Transfer Protocol (FTP)

FTP is an industry standard protocol that allows for the transmission of data between systems of varying types using an internet connection. BCBSIL is currently testing with a small number of Shared Claims Processing accounts and, based on successful testing, hope to roll out FTP in early 2008. If you are interested in implementing this process, testing will be available to all clients after February 1, 2008. Contact your Marketing Support representative to schedule testing and an implementation date or with any questions.



BCBSIL Systems Support Information

Mainframe Hours

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

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

2008 Blue Cross and Blue Shield of Illinois Holidays

- Memorial Day – May 26
- Independence Day – July 4
- Labor Day – September 1
- Thanksgiving Day – November 27
- Day after Thanksgiving – November 28
- Christmas Eve – December 24
- Christmas Day – December 25



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