



BlueCross BlueShield
of Illinois

Electronic Claim Response Issue, Nov. 25 - Dec. 5, 2011

On **Nov. 25, 2011**, a change was made to the Blue Cross and Blue Shield of Illinois (BCBSIL) electronic claim response process. Due to a file size limitation in the change process, some electronic claim response files failed to reach the appropriate vendors/clearinghouses in a timely manner.

This issue was corrected on Dec. 5, 2011. The recovery process was completed on Dec. 7, 2011, at 3:30 p.m. The missing claim response files have been sent to the appropriate vendors/clearinghouses responsible for distribution of these reports to providers and/or their billing services and/or clearinghouses, if applicable.

Upon receipt, please review the response reports for claim rejections. Then correct and submit the affected claim(s). No further action is needed on your part for those claims that were accepted.

If you utilize a billing service or clearinghouse, please make sure they are aware of and responsive to this issue. We apologize for any inconvenience this issue may have caused.

Posted Dec. 8, 2011