



**BlueCross BlueShield
of Illinois**

Electronic Claim Systems Issue, April 5, 2011

Due to a systems issue on April 5, 2011, some Professional and Institutional electronic claims (837P and 837I transactions) received between 12:30 p.m. and midnight were identified as being rejected. The following messages were returned in response:

MSG – 3AC MAX # OF LINE ITEMS EXCEEDED FOR PAYER (PROFESSIONAL)
MSG – 3AG MAX # OF REVENUE CODES EXCEEDED FOR PAYER (INSTITUTIONAL)

Please note that the error causing these messages has been fixed, and no action is needed on your part. Blue Cross and Blue Shield recovered the affected claims on April 6, 2011, and new responses will be sent. We apologize for any inconvenience this issue may have caused.

If you have any questions regarding this notice, please contact our Electronic Commerce Center at (800) 746-4614. You may also contact your designated Electronic Data Interchange (EDI) representative for assistance.

Posted April 8, 2011