



**BlueCross BlueShield
of Illinois**

Electronic Medicare Crossover Claim Payment Issue

Blue Cross and Blue Shield of Illinois (BCBSIL) is experiencing an internal system issue related to electronic Medicare Crossover claims and the delivery of payment.

A discrepancy is occurring when electronic Medicare claims cross over to BCBSIL and the provider is not found on our internal provider file. Once the Secondary claim is finalized, the payment is being sent to the Billing Provider Address (which was provided on the Medicare claim), rather than the Pay-To-Address, which is the preferred destination.

BCBSIL is working to resolve the above issue as quickly and possible. At this time, and to avoid future delays, we are requesting that you verify the address information with your Medicare carrier. When billing BCBSIL, it is imperative to use the same address information that was used when billing Medicare.

We apologize for any inconvenience this issue may have caused your practice. If you have any questions regarding this notification, please contact our Electronic Commerce Center at (800) 746-4614 for assistance.

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