BlueCross BlueShield of Illinois

Electronic Claims Issue, Sept. 22 – 29, 2011

We have experienced a claims system issue that may have affected some electronic claims submitted during the period of Sept. 22 - 29, 2011. The affected claims did not transfer properly into the Blue Cross and Blue Shield of Illinois adjudication system through normal automated processes.

An investigation is currently underway to identify, recover and process all impacted claims. **No action is needed on your part.** If you resubmit any of the affected claims, they may be denied as duplicate claims.

We apologize for any inconvenience this issue may have caused.

Posted Oct. 12, 2011

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