

How to Submit Applicable Medical Records and Itemized Bills for Blue Cross NC Member High Dollar Reviews

When a claim for a Blue Cross Blue Shield of North Carolina (Blue Cross NC) member exceeds \$100,000 in charges, Blue Cross NC will perform a High Dollar Medical Review as well as an itemized bill review. If submitting the claim electronically, please submit applicable medical records and the itemized bill in advance of filing the claim. ***Records required in addition to the Itemized Invoice include admission summary, discharge summary, operative reports, implant logs, and circulating nurses' notes as applicable to your claim.*** By sending this supporting documentation first, Blue Cross NC will be able to locate and match it to the claim. Submitting the claim before the applicable medical records and itemized bill has been received by Blue Cross NC ***will create the potential risk of the claim being mailed back due to missing required information.***

Blue Cross NC can accept applicable medical records and itemized bills to support electronically submitted claims via the following methods:

1. the secure on-line message system ProviderLink
2. fax transmission via:
 - a. 844-340-5055 - Blue Cross Blue Shield of NC - Commercial Line of Business
 - b. 844-340-5244 - Blue Cross Blue Shield of NC - State Line of Business

In addition, Blue Cross NC will continue to accept claims accompanied with applicable medical records and itemized bills via mail.

For providers with an active ProviderLink On-Line Contract

Please use the following instructions for submitting itemized bills for in-state Blue Cross NC member high dollar reviews via ProviderLink On-line.

- 1) Providers can use the 'on-line' message feature to submit itemized bills independent of the claims. Please identify the message type by entering **"High Dollar Records and Itemized Bill"** as the message subject.
- 2) Please ensure that the following information is clearly documented in the ProviderLink *On-Line* message header:
 - a. Patient's name
 - b. Patient's member ID Number (including the Prefix and Suffix) in the Unique ID field
 - c. Patient's Date-of-Birth
 - d. Date(s)-of-Service
 - e. Sender's name and direct phone number on the message header (Blue Cross NC will contact the individual listed if there are any questions about the received document)
- 3) Please **do not** "Request a Reply" to the message when submitting the pro-active itemized bill.¹ Blue Cross NC recommends utilizing the Audit Trail feature within the application. Contact OpenText for additional information about "Audit Trail" features.
- 4) Submit the itemized bill to the ProviderLink On-Line mailbox, identified as **"High Dollar Records and Invoices"**

Submitting itemized bills via fax for an electronically submitted claim

¹ Requesting a Reply causes the patients' files to be assigned to a specific work list within the Blue Cross NC application and will cause additional and unnecessary incoming messages within the system.

Please use the following instructions for submitting applicable medical records and itemized bills for Blue Cross NC member high dollar reviews via fax.

- 1) Create a fax cover sheet containing the following information:
 - a. Patient's name
 - b. Patient's member ID number (including the Prefix and Suffix)
 - c. Patient's date-of-birth
 - d. Date(s) of service
 - e. Total charge
 - f. Sender's name and direct phone number (Blue Cross NC will contact the individual listed if there are any questions about the received document)
 - g. Subject: **"High Dollar Records and Itemized Bill"**
- 2) Fax the cover sheet followed by the itemized bill to the appropriate fax number for the line of business:
 - a. 844-340-5055 - Blue Cross Blue Shield of NC - Commercial Line of Business
 - b. 844-340-5244 - Blue Cross Blue Shield of NC - State Line of Business

Submitting claims and itemized bills via mail

To submit high dollar claims via mail, please mail the claim and associated itemized bills to:

Blue Cross Blue Shield of North Carolina
PO Box 35
Durham, NC 27702