



## Corrected Claim Request Change, Effective July 11, 2016 Frequently Asked Questions

**1) What is changing?**

Effective July 11, 2016, all corrected claim requests for claims previously adjudicated by Blue Cross and Blue Shield of Oklahoma (BCBSOK) must be submitted as electronic replacement claims, or on the appropriate professional (CMS-1500) or institutional (UB-04) paper claim and accompanying Claim Review Form. (The Claim Review Form is available in the Education and Reference Center/Forms section of our website at [bcbsok.com/provider](http://bcbsok.com/provider). Refer to the form for additional instructions.)

**2) Does this change apply to written inquiries?**

Yes. Any changes to a claim that are indicated **only** on the Claim Review Form or via a letter will be returned with a notice advising resubmission on the appropriate professional (CMS-1500) or institutional (UB-04) paper claim form.

**3) Will Customer Advocates be available for more complex claim issues?**

Yes. BCBSOK Customer Advocates will remain available to assist with other claim inquiries that are not related to corrected claims or claim status requests. For these complex claim types of inquiries, you will need to provide the BCBSOK claim number (also referred to as the Document Control Number, or DCN) when calling.

**4) Can corrected claim requests be submitted using the Claim Inquiry Resolution (CIR) feature of the BCBSOK Electronic Refund Management (eRM) tool?**

No. As of July 11, 2016, providers will be directed to submit electronic replacement claims through their preferred vendor or clearinghouse.

**5) What if corrected claim information is submitted in CIR through another option after July 11, 2016? Example: Provider submits an inquiry to add a National Drug Code (NDC) or modifier to a claim through the "Additional Information" Claim Inquiry Reason Code option.**

Effective July 11, 2016, claim corrections submitted through CIR will be returned to the provider. In turn, electronic submitters will be instructed to submit corrections electronically, and paper submitters will be instructed to submit corrections on the appropriate CMS-1500 or UB-04 claim form and accompanying Claim Review Form.

**6) Who is affected by this change?**

This change affects all providers, health care professionals and their billing services and/or clearinghouses that submit claims to BCBSOK.

**7) What options are available for paper claim submitters?**

More than 98 percent of the claims BCBSOK receives from providers are submitted electronically. BCBSOK encourages all providers to use electronic options as the primary method for claim submission. There are several multi-payer Web vendors available to providers. If you are a registered Availity™ Web Portal user, you have access to submit direct data entry replacement claims electronically, at no additional cost. To learn more, [email the BCBSOK Provider Education Consultant team](#) for one-on-one assistance.

**Note:** Electronic claim submitters should submit corrected claims electronically versus submitting via paper

**8) How are replacement claims (sometimes referred to as a corrected claim) submitted electronically?**

Replacement claims submitted electronically are recognized by using claim frequency code 7; voided or canceled claims are identified by using claim frequency code 8. The electronic replacement claim will replace the entire previously processed claim. Therefore, when submitting a correction, send the claim with all changes exactly how the claim should be processed.

**Note:** Electronic claim corrections submitted without the appropriate frequency code will deny as a duplicate and the original BCBSOK claim number will not be adjudicated. The original BCBSOK Document Control Number (DCN) **MUST** be submitted in Loop 2300 REF02 – Payer Claim Control Number with qualifier F8 in REF01.

See below for additional information on claim frequency codes and guidelines to assist you with when and how to use them for making corrections to electronic claims submitted to BCBSOK.

Claim Frequency Codes			
Code	Description	Filing Guidelines	Action
5 Late Charge(s) (Institutional Providers Only)	Use to submit additional charges for the same date(s) of service as a previous claim	File electronically, as usual. Include only the additional late charges that were not included on the original claim.	BCBSOK will add the late charges to the previously processed claim.
7 Replacement of Prior Claim	Use to replace an entire claim (all but identity information)	File electronically, as usual. File the claim in its entirety, including all services for which you are requesting reconsideration.	BCBSOK will replace the original claim with corrections and the replacement claim will be denied. Refer to the original claim for adjudication.
8 Void/Cancel of Prior Claim	Use to entirely eliminate a previously submitted claim for a specific provider, patient, insured and "statement covers period."	File electronically, as usual. Include all charges that were on the original claim.	BCBSOK will void the original claim from records, based on request.

**9) Will a new claim number (Document Control Number, or DCN) be issued for the replacement/corrected claim?**

Yes. Frequency code 7 will result in BCBSOK transmitting the corrections to the original claim number for adjudication. The replacement claim will be issued a new BCBSOK claim number and will subsequently deny.

**Note:** Using the appropriate frequency code will reduce the potential for the replacement claim to deny as a duplicate. If the claim is not billed appropriately no adjustment will be made. In turn, the claim must be resubmitted with the appropriate frequency code or via paper filing instructions.

**10) My practice management system/clearinghouse does not support electronic replacement claims. How can I submit claim corrections?**

If your current practice management system/clearinghouse does not support replacement claims please contact our Electronic Commerce Center at 800-746-4614. Meanwhile, you can submit direct data entry replacement claims electronically to BCBSOK through [Availity](#) at no additional cost for registered users. For additional information and online registration, visit [availity.com](#). Or, [email the BCBSOK Provider Education Consultant team](#) for one-on-one assistance.

**11) I am not registered with a Web vendor portal in order to submit claims electronically. How should corrected claims be submitted?**

BCBSOK requires the Claim Review Form to be submitted with a paper corrected claim. "Corrected claim" should be indicated on the Claim Review Form when submitting corrections via paper. The Claim Review Form is available in the Education and Reference/Forms section of our Provider website. Refer to the form for additional instructions.

Effective July 11, 2016, any changes to a claim that are indicated only on the Claim Review Form or via a letter will be returned with a notice advising resubmission on the appropriate CMS-1500 or UB-04 paper claim form.

Providers can register with [Availity](#) to submit direct data entry electronic replacement claims to BCBSOK, at no additional cost. For additional information and online registration, visit [availity.com](#). Or, [email the BCBSOK Provider Education Consultant team](#) for one-on-one assistance.

**12) My provider organization does not have access to the Internet. How should corrected claims be submitted?**

Providers who currently do not have Internet access will submit paper corrected claims to their local BCBSOK claims mailing address. BCBSOK requires the Claim Review Form to be submitted with the corrected claim. "Corrected claim" should be indicated on the Claim Review Form when submitting corrections via paper.

Effective July 11, 2016, any changes to a claim that are indicated only on the Claim Review Form or via a letter will be returned with a notice advising resubmission on the appropriate CMS-1500 or UB-04 paper claim form. The Claim Review Form is available in the Education and Reference/Forms section of our Provider website. Refer to the form for additional instructions.

**13) What if I have additional questions that are not addressed in this FAQ document?**

If you have questions regarding submission of electronic replacement claims, please contact our Electronic Commerce Center at 800-746-4614. To learn more or receive additional education, [email the BCBSOK Provider Education Consultant team](#) for one-on-one assistance.