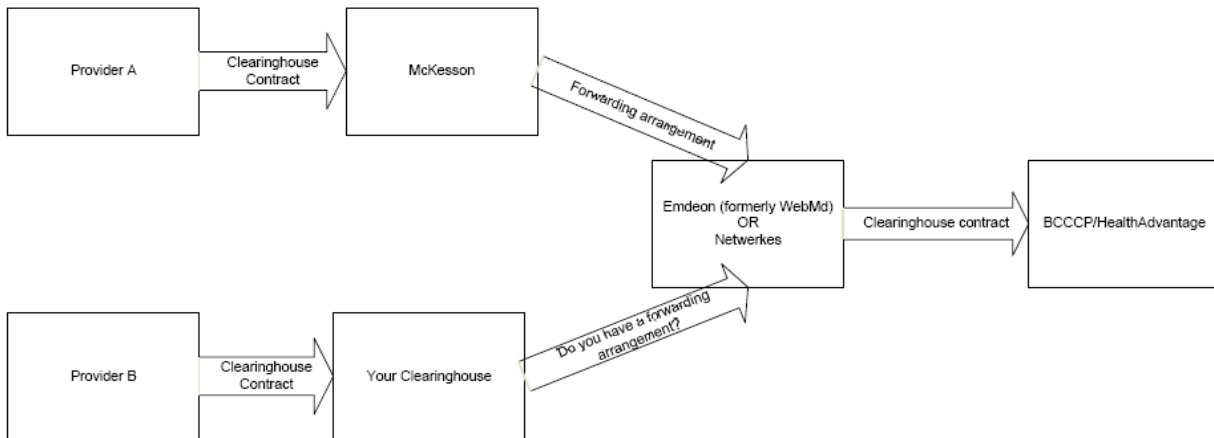


BCCCP/Health Advantage EDI Claim Instructions For Providers

Clearinghouses

We receive EDI claims from Emdeon Envoy and Netwerkes clearinghouses. Since you may choose to contract with different clearinghouses you must ask whether your clearinghouse has a forwarding arrangement with Emdeon or Netwerkes. A forwarding arrangement allows your clearinghouse to pass your claims on to Emdeon Envoy or Netwerkes so that we will receive them. McKesson currently has a forwarding agreement with Emdeon.



Claim Types

We accept both professional and institutional (a.k.a. facility) EDI claims.

Claims Data Validation

EDI claims that you submit to us will be validated at several points before they are loaded into our claims payment system for review by a claims analyst.

1. Your clearinghouse validates your data.
2. Our clearinghouse validates your data.
3. Pre-Edit: Our system validates the client/member and billing provider.

Here are suggestions on how you can improve your ability to submit a claim for processing.

1. Your clearinghouse: You should be provided with rejection reports for claims that we will not receive. We do not receive a copy of your rejection reports. Please understand that we have no control over or knowledge of the validation that your non-Emdeon or non-Netwerkes clearinghouse performs.
2. Our clearinghouses: Emdeon and Netwerkes have a variety of edits in place to assist you with sending valid claims that can be promptly processed.
 - a. These are edits that are currently in place:
 - i. Subscriber (Client) Group or Policy Number (Loop: 2000B, Segment: SBR03) must be provided; value should equal **“BCCCP”**.
 - ii. Professional Quantity (Loop: 2400, Segment: SV104) must be > 0.
 - iii. Institutional Quantity (Loop: 2400, Segment: SV205) must be > 0.
 - iv. This URL contain a complete list of edits:
<http://204.250.122.62/pdfs/ErrorLookup.pdf>
 - b. These are Emdeon edits that have been lifted recently:
 - i. Zero amount charges are now valid.
 - ii. Units > 99 is now valid.
3. Pre-Edit: Your claim must contain valid ID’s for the client/member and provider in order to be processed.
 - a. Client/member Identification:
 - i. We will not process a claim that contains an invalid client/member ID. A copy of the original claim will be returned to the billing provider with a cover letter explaining the problem. **Use the client/member’s social security number** (9-digits) or contact the BCCCP claim line at 866-930-6324 if a social security number is not available.
 - ii. If the client/member name or DOB is not correct, the claim will be returned to the billing provider’s address.
 - b. Billing Provider Identification:
 - i. **We will not process a claim that contains an invalid or missing NPI.** Send the provider’s NPI number. The Tax ID number is not acceptable in lieu of this field. This must be included as the “Billing Provider Secondary Identifier”.

Questions

If you have questions about becoming a customer of Emdeon or initial testing:

Contact Emdeon Transaction Division/Envoy Customer Solutions
(800) 845-6592 (<http://www.webmdenvoy.com>).

If you have problems with claim rejections that were received from Emdeon Envoy:

Contact Emdeon Transaction Division/Envoy Customer Solutions
(800) 845-6592 (<http://www.webmdenvoy.com>).

For Netwerkes customer inquiries and claims questions: Contact Netwerkes (262) 523-3600
(<http://www.netwerkes.com>).

If you have questions about the instructions in this document:

Contact BCCCP at 866-930-6324

If you need the status of a claim that you have submitted to us:

Contact BCCCP at 866-930-6324