



BlueCross BlueShield of Vermont

Independent Licensees of the Blue Cross and Blue Shield Association.

March 1, 2010

Starting on Thursday, March 4, 2010, Blue Cross and Blue Shield of Vermont will convert and upgrade to a new version of our main adjudication system (PowerMHS version 7.0.6), a new data warehouse and reporting system, update ClaimCheck (V 8.5) and new versions of software for Inter Plan Services (BlueCard) and Federal Employee Program (FEP) processing.

Over the past few years, we have been discussing this upgrade with you and the positive impacts it will have to your practices. The upgrade will allow us to function under one adjudication system resulting in more consistent processing of claims, timely processing of program changes and significantly improved outputs such as Remittance Advices.

All communications concerning this upgrade will be posted to the provider area of our website at www.bcbsvt.com/provider. Please check the site regularly for updates, and if you have any questions, please contact your provider relations consultant at (888) 449-0443.

Below is a high level summary of changes we have communicated thought the past few months that will need to be made by providers and practices, please see our provider website for full details:

Billing Changes:

- Units field (both institutional and professional billing) must be populated with a unit at least equal to one. If a zero is submitted, claims will automatically be rejected.
- 837 Transactional changes will be implemented. Specifics are posted to EDI section of our website and were detailed in communications to impacted providers.
- Charges of zero or less can now be accepted. This was typically an issue with state supplied vaccines.

835 and Paper Remittance Advice Changes

- 835 transactions for the Federal Employee program will be separated from all other business, so two transactions will be created beginning with pay date 3/12/10.
- The March Remittance advice schedule for paper and 835 transactions will be as follows:
 - **Wednesday, March 3, 2010** will exclude Federal Employee Member claim processing
 - **Friday, March 5, 2010**
 - **Friday, March 12, 2010**
 - **Wednesday, March 17, 2010**
 - **Wednesday, March 24, 2010**
 - **Wednesday, March 31, 2010**
 - Please note: we will resume the regular Wednesday payment in April

- Claims that are processing in the old adjudication system will be completed and reported to the old version of PAPER remittance advice. These claims will not report to an 835.
- New enhanced paper remittance advices will generate starting Friday, March 12. Please refer to specific mailings previously sent or check the direct mailing area of our provider website at bcbsvt.com.

Incoming 837's:

- BCBSVT will not be able to accept any incoming files on the SFTP site after 3 pm on Wednesday, March 3 2010. The site will become available Tuesday, March 9, 2010 for business as usual.

Claim Check:

- Moving to version 8.5 of Claim Check software
- All products lines (BCBSVT, FEP, BlueCard) will now process through ClaimCheck
- HCPC's will be included
- Claims with date of service prior to March 6 requiring changes will be processed through the 8.5 version of ClaimCheck

Customer Service:

- Will have limited staff available beginning at noon on Thursday, March 4 through Tuesday, March 9 at 8:00 a.m. but will have no system access during this time.
- We request inquiries to our Customer Service Department be held until Tuesday, March 9 at 8:00 a.m., when full system access is available.

Secure Provider Website:

- BCBSVT eligibility will be available from noon Thursday, March 4 through Tuesday, March 9. Data available will be current as of Wednesday, March 3.
- BCBSVT eligibility information will be unavailable from midnight, Tuesday, March 9 through 8 am Friday, March 12 so that data can be refreshed.
- After the system upgrade the claim number reported on our website will be the full 13 digit number assigned by our adjudication system.
- Temporarily, the attending physician name will appear in an incorrect format, but this will be corrected by mid- summer.

If you have any questions, regarding these changes, please feel free to contact your Provider Relations Consultant at (888) 449-0443.