

New Policy Regarding Submission of Paper Claim Forms

To ensure accurate and timely claims processing for our members and providers, Blue Cross and Blue Shield of Alabama will begin returning all **incomplete and/or inaccurate** CMS-1500 paper claims to the provider for correction. If the necessary information is not submitted or inaccurate, you will receive a *Return to Provider Claims Report* addressed to your provider location as indicated on the incomplete claim form. **This processing change will be effective August 1, 2006. In an effort to assist our providers with this new process we will begin returning Sample Return to Provider Claims Reports to select providers July 1, 2006.**

Click here for an example of a *Return to Provider Claims Report*.

If you receive a *Return to Provider Claims Report*, make the requested corrections and submit a new CMS-1500 claim form for additional processing consideration. In order to expedite processing, you should file these as new claims, not corrected bills. Field number 11A, Insured's Date of Birth, is the most common error received. Click here for a *CMS-1500 Claim Form* example with highlighted fields.

Thank you for helping Blue Cross and Blue Shield of Alabama deliver the most effective services and products to our members. Please contact your Provider Network Services Representative if you have any questions.