

# Special Bulletin



January 2008

BC 2008-03

To: All Providers Submitting UB-04 Paper Claim Forms and Attachments

Subject: New Policy Regarding Submission of UB-04 Paper Claim Forms

Blue Cross and Blue Shield of Alabama is notifying providers of a new policy regarding the submission of paper claim forms. This new policy will require claims and attachments submitted on paper to pass the same editing standard as electronically submitted claims. To ensure accurate and timely claims processing for our members and providers, Blue Cross will begin returning all **incomplete, illegible and/or inaccurate** UB-04 paper claims and attachments for correction. If the necessary information is inaccurate or not submitted, you will receive a "Return to Provider Claims Report" addressed to your provider location as indicated on the incomplete claim form. The target date for implementation of the new policy is **March 2008**.

UB-04 paper claims that do not pass the new policy requirements will need to be corrected and resubmitted as new claims, **not** corrected bills. [Click here to view a sample "Return to Provider Claims Report."](#) Please begin making any system updates necessary to accommodate the new editing process.

All required UB-04 claim form fields **must** be populated regardless of the attachment data submitted. [Click here to view a sample "UB-04 Claim Form"](#) with the required highlighted fields.

Please discontinue use of UB-92 claim forms. These forms will be denied on the "Return to Provider Claims Report."

Contact your Provider Network Services Representative if you have any questions.

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