

## Claim related FAQ

### 1. How and where do I send my claims?

	Service dates through 10/1/22 to 11/30/22	Service dates December 1, 2022, and forward	Additional comments
<b>EDI claims</b>	Your plan issued approval will specify the payer ID and address where claims related to the approval can be sent.	Use payer ID 45302	<b>This is the preferred method of submission except for secondary claims.</b>
<b>Paper claims</b>		Empire BlueCross BlueShield HealthPlus c/o Relay Health 1564 Northeast Expressway Mail Stop: HQ-2361 Atlanta, GA 30329	Secondary claims for covered services must be submitted on paper with a copy of the primary payer's <i>Explanation of Payment (EOP)</i> . Please ensure it is a clean copy that shows the date the <i>EOP</i> , or check was issued.
<b>Out of area</b>		See EDI and paper claim instructions.	

### 2. What if I have a claim related question?

- Please access the provider website to perform a claim search as most questions can be answered here.
- You may also contact the claims department at **929-946-6500**.

### 3. What is the format of the member/subscriber ID and where do I put in on the claim form or EDI file?

- New prefix - IT followed by seven digits, suffix of 00 (Example IT007135200)

Claim form type	Paper form location	EDI 837 file
UB04 (Institutional)	Box 60 (Insureds unique ID)	Loop 2010BA, NM109
CM1500 (Professional)	Field 1a (Insureds ID Number)	Loop 2010BA, NM109

### 4. How will I be paid and how can I retrieve my EOP?

- *EOPs* and payments are processed through Payspan\*. Automated Clearing House (ACH) payments are managed by the provider directly in Payspan; the health plan is not involved in this process. If you are receiving a payment for the first time from Payspan, your paper check will have a registration code that will be used to set up access and ACH payments:
  - Check run timing:
    - Friday morning process initiates.
    - Payment notifications from Payspan are typically sent by Friday afternoon.
    - ACH payments are typically available the next business day.

\* Payspan is an independent company providing healthcare reimbursement and payment services on behalf of Empire BlueCross BlueShield HealthPlus.

**5. What are key timeframes related to claim processing**

Claim type	Timeframe
Primary claim submissions	Within 120 days of the date of service For nursing home claims 120 days from through date on the claim
Secondary claims submissions (member cost shares)	Within 120 days of the primary payer's EOP date
Claim disputes	Should be sent in no later than 60 days from the health plan's EOP date

**6. How do I dispute a claim?**

- Your EOP will indicate the timeframe and where to submit your claim; disputes should be sent in no later than 60 days from the EOP date.

Empire BlueCross BlueShield HealthPlus  
 Appeals and Grievance Dept.  
 1981 Marcus Ave – Suite 100  
 Lake Success, NY 11042

**7. Service specific items**

Service	Comments
All provider claims with a DOS sent to the incorrect processing location	If your claim was sent to the incorrect processing location and denied with code : <ul style="list-style-type: none"> <li>V96 please resubmit using payer ID 45302 or if sending on paper, mail to the Atlanta, GA address in FAQ question #1.</li> <li>HPCL please resubmit using payer ID 26375 or if sending on paper, mail to Empire BlueCross BlueShield HealthPlus New York Claims, P.O. Box 61010 Virginia Beach, VA 23466-1010.</li> </ul>
Nursing homes	An approval will not be issued for Medicare covered stays. Cost share claims can be submitted without an approval using revenue code 0190. For stays covered as primary by the plan, an authorization will be issued with a specific revenue code, typically 0190.
Personal care (PCA – LHCSAs)	Authorized units will be issued for a weekly time period, which spans from Sunday to Saturday. Example: 48 units per week (represents four hours per day for three days). Claim must be submitted for the specific date of services with the total units for each date.
Meals on Wheels	Authorized units will be issued for a weekly time period, which spans from Sunday to Saturday. Example: # of meals per week. Claim must be submitted for the specific date of services with the total units for each date.
Social day care	Authorized units will be issued for a weekly time period, which spans from Sunday to Saturday. Example: three days per week. Claim must be submitted for the specific date of services with the total units for each date.



Email is the quickest and most direct way to receive important information from Empire BlueCross BlueShield HealthPlus.



To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (<https://bit.ly/3zqQdYB>).