

How to submit medical records for BlueCard® / Inter-Plan Programs Host Claims that contain unlisted Drug, DME or Surgical Codes

When you've identified a service, procedure or supply that may require medical records to determine **the pricing of unlisted Drug, DME or Surgical for a BlueCard® (out-of-state) member**, please submit the required medical records in advance of filing the claim*. By sending the records first, Blue Cross NC will be able to locate and match the supporting medical records to the claim. Submitting the claim before the medical records are received by Blue Cross NC **will create the potential risk of the claim being processed and denied due to missing medical information**. Blue Cross NC can accept medical records to support claim pricing, which have not yet been processed by Blue Cross NC via the following methods: FAX, certified mail or via the secure on-line message system ProviderLink (Please speak with your Provider Service Consultant for more information on this application).

To remain compliant to HIPAA Minimum Necessary regulations, providers should not submit medical records for CPT, HCPCS or Revenue codes that are not associated with a BlueCard® claim that contain unlisted Drug, DME or Surgical Codes. All other medical records received for codes not included on these lists will be subjected to Blue Cross NC's un-solicited medical record processes.

Brief Description	Information Required
Unlisted Surgical Procedure (Note 1)	Operative Report and Consult Notes.
Unlisted DME (Note 1)	Description, manufacturer's invoice and a letter of medical necessity.
Unlisted Drugs (Note 1)	NDC number, drug name and dosage.

Issue History

Issue	Description	Date
1	<ul style="list-style-type: none"> Original 	8-Nov-18