



provider bulletin

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Newsletter Excerpt

Remittance Advice, Explanation of Benefits and Explanations of Payments

Starting in January 2016, if you have patients covered by Highmark Blue Cross Blue Shield AND patients covered by BCNEPA, you will receive paper and electronic remittance advices (RA/ERA) and explanations of benefits (EOB) from both insurers: BCNEPA and Highmark.

For patients who will be staying with BCNEPA health plans through 2016, you will continue to receive the proprietary First Priority Health, First Priority Life Insurance Company® and Blue Cross of Northeastern Pennsylvania RAs, EOBs and electronic remittance advice (ERA/835).

As your patients transition to Highmark health plans, the Highmark Blue Shield logo will be shown on the RAs and EOBs.

- Enrollment will be under plan code 363.
- The ERA/835 file will be transmitted on Monday.
- The paper RAs/EOBs will be mailed on Wednesday.

If an employer group has a spending account, you may also receive a paper or electronic explanation of payment (EOP). The EOP will be generated within two weeks of the EOB. The way you receive the claim payment—electronic funds transfer (EFT) or paper check—is also how you will receive the EOP.

New Address for Paper Claims Submissions

Effective Jan. 1, 2016, paper claims submissions for professional and facility providers for patients that have transitioned to Highmark health plans are to be mailed to the following address:

Claims
PO Box 890062
Camp Hill, PA 17089-0062

Please note: The address is not changing for patients that have not transitioned to Highmark health plans.