

Blue Shield Report

A Newsletter for
Professional Providers and
their Staff Members

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The *Blue Shield Report* is published by your Professional Relations Department.

OUR WEB ADDRESS:
<http://www.bcbsks.com>

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Questions:

Contact your Professional Relations Representative, or the Professional Relations Hotline in Topeka at 785-291-4135 or 1-800-432-3587.

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When to Contact Other Party Liability



Blue Cross and Blue Shield of Kansas (BCBSKS) receives numerous inquiries from providers asking who is responsible for submitting the additional information noted on their remittance advice (RA).

In most instances, other party liability (OPL) information is needed from the member, which is indicated on the RA with OP in the CNTR column and a 17 in the ADJUSTMENT REASON CODE column. If members call about such claim denials, they should be instructed to contact our OPL department direct at 800-430-1274 or 785-291-4013 (Topeka).

We also encourage providers to have patients complete an OPL questionnaire to expedite claims processing. The questionnaire can be faxed or mailed to BCBSKS as indicated on the form, which is available on our Web site at: <http://www.bcbsks.com/providers/forms/provcb.pdf>

As reflected by the total charge in the AMOUNT PATIENT OWES field on the RA, providers may bill their members for these services and are not required to wait for the requested information to be furnished to BCBSKS.

When to Send X-rays With Claims

In order to increase the timeliness of dental claim processing and decrease administrative costs for both BCBSKS and providers, we have reduced the number of services for which we require x-rays be submitted with claims.



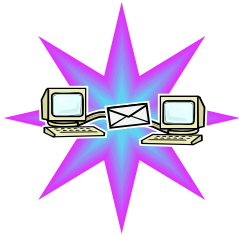
X-rays are required for:

- Crowns, multiple teeth (six or more)
- Crown on any front tooth (numbers 6-11, 22-27)

In addition, BCBSKS staff and/or consultant(s) may, at their discretion, request x-rays for the following services.

- Scaling and root planing
- TMJ

Reminder: The patient's name and identification number, as well as the provider's name, should be noted on all x-rays submitted and a checkmark should be placed in the appropriate box on the claim form.



By reducing the number of services that require x-rays we are hopeful providers will consider filing claims electronically, which will also reduce administrative costs for the provider and BCBSKS. Information about electronic claim filing is available through our EDI (electronic data interchange) department at 800-472-6481.