

**MCG message**

**To:** All Blue Cross Complete providers

**Date:** Dec. 18, 2023

**Subject:** **Blue Cross Complete's important guidelines to submitting claims**

Blue Cross Complete has important guidelines for providers filing claims. Information specific to Blue Cross Complete claims is found in Section 13 of the [Blue Cross Complete Provider Manual](#). This information aims to streamline the claims submission process and help ensure efficient processing.

Below are a few important guidelines on filing claims. Providers should always refer to the PM and their Blue Cross Complete provider contract for full details. The Blue Cross Complete's [Claims Filing Instructions Manual](#) can also guide you through submitting clean claims to Blue Cross Complete.

Guidelines for filing paper claims include:

- Submit paper claims to: Blue Cross Complete Claims P.O. Box 7355 London, KY 40742-7355.
- Use only code sets required by HIPAA regulations.
- Ensure data are enclosed within field or box perimeters, including the provider signature.
- Include the name and the NPI for the billing provider in field 33a. Claims will be returned if the NPI is missing from field 33a of the CMS-1500 form.
- Include the NPI of the rendering physician in field 24j (unshaded) on the CMS-1500 form.
- Always include the tax identification number in box 25.
- Report the member's correct Medicaid ID number, as shown on the member's ID card. Include the suffix and the date of birth.

Guidelines for submitting claims electronically include:

- Providers may submit claims using the alpha prefix XYU. This prefix is found in front of the enrollee ID number on the member's ID card. Note: Claims submitted without the XYU prefix with the member's Medicaid ID number are routed for processing. Claims submitted without the XYU prefix and with only the member's Blue Cross Complete ID number are rejected and must be resubmitted with either the XYU prefix or the member's Medicaid ID number.
- The Blue Cross Complete facility payer ID is 00210; the Blue Cross Complete professional payer ID is 00710.
- Electronic claims must contain only the NPI, not legacy identifiers. Claims received with legacy provider identifiers such as Bill PINs will be rejected.

For full details on claims, go to [mibluecrosscomplete.com](http://mibluecrosscomplete.com). Click on **Providers**, then go to the [Resources](#) tab to view the PM. If you have any questions, please contact your Blue Cross Complete provider account executive or Provider Inquiry at **1-888-312-5713**.