

Coordination of Benefits – Communication Update

Previously, a courtesy letter was generated and sent to the provider's office when a member's primary insurance assumed the full allowed amount and no additional payment was due from Blue Cross and Blue Shield of Montana (BCBSMT) as the secondary payer. Effective Dec. 15, 2014, BCBSMT discontinued mailing these provider notifications when no secondary payment is due. You will continue to receive secondary claim processing details via the Electronic Remittance Advice (ERA) and Electronic Payment Summary (EPS), or your paper Provider Claim Summary (PCS).

For more information regarding ERA and EPS enrollment, go to https://hewrnt.custhelp.com/app/answers/detail/a_id/442.