



BlueCross BlueShield of Montana

Information regarding Medicare Advantage 835s

Sometime ago, Blue Cross and Blue Shield of Montana (BCBSMT) identified a system issue which affected a relatively small percentage of Medicare Advantage claims submitted by facilities.

The system fix to rectify this situation was intended to be successfully implemented by mid-May. Unfortunately, it now appears the fix will be installed in June. BCBSMT appreciates the patience and understanding it has been afforded by its participating providers. BCBSMT sincerely apologizes for the hassle this issue may have caused.

To review the situation, for the few affected claims, the patient share amount shown on the 835 Electronic Remittance Advice (ERA), Electronic Payment Summary (EPS), and/or the Provider Claims Summary (PCS) is overstated, while the contractual obligation amount is correct, while the member's Explanation of Benefits (EOB) reflects the correct patient share amount. In some cases, out-of-balance results on the ERA may have affected auto-posting to your patient accounts and the patient may have been billed incorrectly.

As a suggestion, if your patients produce the EOBs they have received, which may not agree with the facility's records, it may be advisable to honor the EOBs. The EOBs are accurate.

Please contact the BCBSMT Electronic Commerce Center at 800-746-4614 if you have any questions and/or concerns regarding this notification. Or please contact your Provider Relations representative.

Thank you!