

Beginning January 1, 2019, Blue Cross NC Will Accept the Upfront Submission of BlueCard® / IPP - Host Medical Records to Support the Pricing of Unlisted Codes

BlueCross BlueShield of North Carolina will begin accepting the upfront submissions of medical records, to help support the pricing of Unlisted CPC and HCPCS codes BlueCard® / IPP insured members. Accepting the upfront submission of records represents a process change for the way Blue Cross NC handles previously unsolicited records. Beginning January 1st, providers will be able to proactively send medical records to Blue Cross NC in advance of claims being processed. This will help avoid unnecessary claim processing delays due Blue Cross NC not having information required to price the unlisted codes before sending the claim to the patient's Home Plan.

Please note, this new process and the information that follows below applies to Blue Cross NC's BlueCard® / IPP- Host insured membership only.

Since December 2015, Blue Cross NC has been accepting upfront submission of medical records for its Commercial membership. The upfront submission of medical records for BlueCard® / IPP- Host membership will be a new process for Blue Cross NC and we anticipate the process change to be beneficial for providers and Blue Cross NC alike.

Before sending medical records to Blue Cross NC, please consider if the records are required, and if the documentation will be sufficient to meet criteria for a given service. Medical records are most typically needed by Blue Cross NC to: determine unlisted services, identify a durable medical equipment price from the invoice, determine the name of a physician who has ordered labs and/or identify a national drug classification (NDC) for a medication.

To help providers anticipate when the services they've provided will be reviewed by Blue Cross NC for BlueCard® / IPP Host claim pricing, and to understand the methods to submit medical records for reviews, we've developed the following instructional aides:

- [How to submit medical records for medical necessity reviews](#)
- [Codes by procedure types requiring medical records submissions](#)