

MCG message

To: All Blue Cross Complete providers

Date: March 14, 2024

Subject: Blue Cross Complete temporarily extends claims filing time limit

Blue Cross Complete has temporarily extended its claims submission time limit by 30 days due to Change Healthcare's network interruption caused by a cybersecurity reported on March 5, 2024.

The standard claims submission filing limit is 12-months from the date of service or discharge date. This timeframe has been extended by 30 days due to Change Healthcare's network interruption. In addition, Blue Cross Complete has resumed payments for claims submitted prior to the incident. Below are alternative claims submission options available to providers.

Electronic claims submission: Providers who submitted claims during the outage may be able to resubmit them either through additional solutions identified below through Availity and PCH Global, or once Change Healthcare's connectivity is restored, through Change Healthcare. We understand the inconvenience this is causing providers.

- Blue Cross Complete has established a connection with Availity to receive electronic claims. If you or your clearinghouse do not currently use Availity to submit claims, you may register at: availity.com/Essentials-Portal-Registration.
- You will find registration options for Healthcare and Atypical Provider. Choose the one that aligns with your business.
- For registration assistance and other resources, access the [training site](#) link on the Availity registration page.

Manual claim submission:

- Blue Cross Complete has also established a direct claims entry process through PCH Global. To submit claims directly, please go to pchhealth.global and click the **Sign-Up** link in the upper right hand corner to register.
- Complete the registration process and log into your account. You will be asked how you heard about PCH Global; select **Payer**, then **AmeriHealth**.
- Access your profile by clicking on **Manage User** and then **My Profile**. Upon completion of the profile information, go to the **Subscription Details** screen and select the **More** option on the right-hand side to enter the promo code **Exela-EDI**.
- When you are ready to submit claims, use the following information to search for our payer information:
 - Payer name: Blue Cross Complete
 - P.O. Box: 7355



- For a detailed walk through of the registration process, refer to the [PCH Global User Manual](#).

Please note, our Provider Services Department will not be able to assist with processing of your payments any sooner. If you have questions, please contact your Blue Cross Complete provider account executive or Provider Inquiry at **1-888-312-5713**.

**Our website is mibluecrosscomplete.com. While website addresses for other organizations are provided for reference, Blue Cross Complete doesn't control these sites and isn't responsible for their content.*