

PROVIDER NETWORK

Electronic Provider Disputes Process Now in Effect

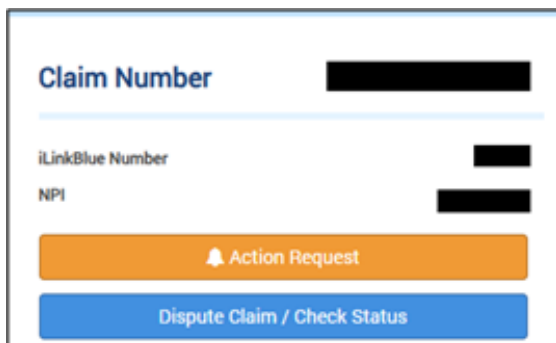
Louisiana Blue has updated the way you submit a provider dispute. In December, we enhanced iLinkBlue (www.lablue.com/ilinkblue) with an electronic option that replaces mailing or faxing your dispute forms.

Participating providers can now submit their disputes electronically using the online provider dispute form accessed through iLinkBlue. Louisiana Blue no longer accepts disputes via document upload or fax.

This process applies to all lines of business at Louisiana Blue. This includes our commercial plans, BlueCard®, Blue Advantage, the Federal Employee Program (FEP), etc.

You can access the online provider dispute form through iLinkBlue:

1. Log into iLinkBlue and go to the "Claims" menu option.
2. Select "Claims Status Search" and use the Paid/Rejected tab to find the claim you want to dispute.
3. Click the claim number to open the Claim Detail summary page.
4. Click the "Dispute Claim/Check Status" button.



This will bring you to the Epic homepage. See below for additional instructions on accessing the electronic dispute form and checking the status of your dispute in Epic.

Access the Dispute Claim Form

1. On the Epic homepage, click on "View In basket" or "In basket."
2. On the In Basket page, click on the "New Msg" dropdown.
3. Select "Provider Claims Dispute Request."
4. Complete the electronic dispute form. Required fields are indicated by a red stop sign. Add any supporting documents as attachments. Note: Please do not also complete a hardcopy version of the form and submit it as an attachment.
5. Click the "Submit" button when finished.

Check Status/Ensure Your Dispute Was Received

1. On the Epic homepage, click on "View In basket" or "In basket."
2. On the In Basket page, click on the "Customer Service Reply" folder.
3. The screen will display an email-style listing of dispute notifications by patient name. Find the patient and the date you submitted the dispute. Click on the patient's name. Note: You may need to refresh the screen to see a newly entered dispute.
4. The lower half of the screen will display different panes of information.
 - Under RE: Reimbursement, you will see the Provider Dispute Acknowledgement of your dispute. This is your confirmation Louisiana Blue received your dispute.
 - Under CRM#, you will see the "Unresolved" status while we are reviewing your case. The status will change to "Resolved" once a determination is made and you can expect to receive a written response by mail.
 - Under Resolution, you will see whether the dispute was "Overturned" or "Upheld" once we render a determination.