



BlueShield of Northeastern New York  
30 Century Hill Drive • Latham, New York 12110

# STAT Bulletin

January 31, 2012  
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To: All Providers

Contracts Affected: All Lines of Business

## Adjustment Policy Reminder

<p>Why you're receiving this Stat</p>	<p>We want to remind you about our <b>Standard Claim Adjustment Policy</b>, implemented January 1, 2005 for all providers.</p>
<p>What you need to know</p>	<p>BlueShield accepts adjustment requests up to 180 days from the end of the calendar year in which the claim in question was adjudicated. We will not adjust any claims after the 180-day timeframe has expired.</p> <p><b>Exclusions to this policy:</b></p> <ul style="list-style-type: none"> <li>• Federal Employee Claims (FEP) claims with an "R" prefix.</li> <li>• Claims investigated as part of an internal audit for fraud (subject to payment recovery).</li> <li>• Coordination of Benefits (COB) and Other Party Liability (OPL) situations adjustments will be based on current COB/OPL timely filing guidelines.</li> <li>• No Fault and other insurance situations, adjustment requests must be received within 90 days of the other carrier's process date.</li> <li>• Claims related to Workers' Compensation.</li> </ul>
<p>What you need to do</p>	<p>If you have any questions regarding this bulletin, please contact Provider Service at 1-800-444-4552 or 1-518-220-5620.</p>