



## Adjustment Policy Reminder

BlueShield of Northeastern New York will accept claim adjustment requests up to 180 days from the end of the calendar year in which the claim was paid.

- We will not accept any retroactive claim adjustments after the 180-day timeframe has expired.
- For claims paid in 2017, adjustments can be made or requested by either the provider or payor on or before June 30, 2018.
- Adjustment requests received after June 30 will not be accepted.

### Exclusions

Claims investigated as part of an internal audit for fraud, waste, or abuse are subject to payment recovery and are exempt from this policy.

### Coordination of Benefits (COB) and Other Party Liability (OPL) Claims

Consideration of claims/adjustments will be based on current COB/OPL timely filing guidelines.

- In the case of no-fault and other insurance situations, submissions and adjustment requests must be received within 120 days of the other carrier's process date.
- Claims related to workers' compensation are not subject to timely filing limitations.



If you have any questions about our claims adjustment policy, please contact Provider Service at **1-800-444-4552** or **(518) 220-5620**.

