



# South Carolina

*BlueCross BlueShield of South Carolina  
is an independent licensee of the  
Blue Cross and Blue Shield Association*

## **To all BlueCross BlueShield of South Carolina Providers:**

As of May 23, 2008, the National Provider Identifier (NPI) became mandatory on all Health Insurance Portability and Accountability Act (HIPAA) claims transactions. Providers must submit all transactions with the NPI in fields requiring a provider identifier. BlueCross continues to see NPI compliance progress with 78% of providers submitting claims containing a NPI only. We are continuing to receive electronic claims, however, that contain NPI errors resulting in transmission edits. We have determined that two of the top reasons are related to these issues:

### **1) 560 Billing/Rendering Provider Number Not on File**

**Problem:** The billing provider number is not in the provider database.

**Loop(s) and Segment(s) Impacted:** 2010AA REF02, 2310B REF02, 2420A REF02

**Corrective Action:** Send your NPI to BlueCross at [Provider.Cert@BCBSSC.com](mailto:Provider.Cert@BCBSSC.com) or fax your information to (803) 264-4795. For BlueChoice® HealthPlan, you can e-mail your provider representative or fax the information to (803) 382-5266.

### **2) N70 Billing Provider Tax ID Required**

**Problem:** The provider enters the rendering provider ID number that has an affiliation with a group or practice as the billing provider number.

**Loop(s) and Segment(s) Impacted:** 2010AA REF02

**Corrective Action:** Confirm that you are sending the group/practice provider NPI. If you think that you are sending the correct NPI number as billing, please notify BlueCross that you plan to use this NPI as a billing NPI at [Provider.Education@BCBSSC.com](mailto:Provider.Education@BCBSSC.com) or fax the information to (803) 264-4795. You can notify BlueChoice HealthPlan by e-mailing your provider representative or faxing the information to (803) 382-5266.

### **3) F36 Invalid Attending Physician**

**Problem:** Attending provider is invalid.

**Loop(s) and Segment(s) Impacted:** 2420A, NM109

**Corrective Action:** For BlueCross, complete the [Authorization to Bill Form](#) to affiliate the practitioner to your EIN. Fax the completed form to (803) 264-4795. For BlueChoice HealthPlan, e-mail your provider representative or fax affiliation information to (803) 382-5266.

## **To all BlueCross Commercial Trading Partners:**

In accordance with the NPI mandate, BlueCross requires that providers use NPI numbers for all provider identifiers. On June 23, 2008, BlueCross began to return informational warning edits based on these NPI Payer edits when providers did not file NPI numbers:

OJA XX REQ IN ORDERING NM1 SEG; REF SEG MUST BE BLANK  
OJB XX REQ IN ASSISTANT SURG NM1 SEG; REF SEG MUST BE BLANK  
OJC XX REQ IN BILLING NM1 SEG; EI/SY/TJ IN REF SEG  
OJD XX REQ IN PAY TO NM1 SEG; EI/SY/TJ IN REF SEG  
OJ0 XX REQ IN SUPERVISING NM1 SEG; REF SEG MUST BE BLANK  
OJ3 XX REQ IN ATTENDING NM1 SEG; REF SEG MUST BE BLANK  
OJ4 XX REQ IN OPERATING NM1 SEG; REF SEG MUST BE BLANK



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OJ5 XX REQ IN OTH PROVIDER NM1 SEG; REF SEG MUST BE BLANK

OJ6 XX REQ IN REFERRING NM1 SEG; REF SEG MUST BE BLANK  
OJ7 XX REQ IN SVC FACILITY NM1 SEG; REF SEG MUST BE BLANK  
OJ8 XX REQ IN RENDERING NM1 SEG; REF SEG MUST BE BLANK  
OJ9 XX REQ IN PURCHASE SVC NM1 SEG; REF SEG MUST BE BLANK

BlueCross will return informational edits in this format:

OJ3 W XX REQ IN ATTENDING NM1 SEG; REF SEG MUST BE BLANK

An informational warning edit will display a "W" character immediately after the three character edit name. These edits also display on EDI reports in My Insurance Manager<sup>SM</sup>.

Within the next few months, BlueCross will turn these edits on as hard edits. BlueCross will no longer send warnings for claims that get these edits. Instead, BlueCross will reject the claims.

We strongly encourage trading partners and providers to work through the informational edits so that BlueCross will continue to accept their claims electronically. We do not anticipate that providers will need to send hard copy claims during or after this transition period. Please review these edits and make the modifications needed to correct any potential filing issues so claims will not reject when BlueCross imposes hard edits.

BlueCross will continue to keep you up to date throughout this process. If you have concerns or questions, please call the Technology Support Center at 1-800-868-2505 or (803) 736-5980.

If you are experiencing additional edits and need assistance with correcting them, you can refer to the [837 Professional](#) and [Institutional Top Includable Edit](#) lists. Please review these lists and take appropriate actions to resolve any problems you may be experiencing. You may also want to consult your clearinghouses or software vendors for additional advice on resolving the issues listed in this message. If you have other questions, please contact us at [Provider.Education@BCBSSC.com](mailto:Provider.Education@BCBSSC.com).

Thank you for helping us to create an NPI-only environment.

<sup>SM</sup> Service mark of BlueCross BlueShield of South Carolina.