

REMINDER: Payment Processing Documentation

August 21, 2023

Dear provider,

As a reminder, claim reimbursement may require additional information to process in accordance with Federal and/or State requirements as well as contractual agreements between our providers and our plan. BCBSAZ Health Choice may need additional information such as medical records, which can be included with the initial claim submission, or which may be requested by BCBSAZ Health Choice in order to proceed with the processing/adjudication of the claim.

BCBSAZ Health Choice requests that all submitted medical records include the following components:

- **Medical records to support Level 4 and 5 emergency department claims:**
 - o UB Form
 - o Progress notes
 - o History/Physical & Consultation Summary (If Applicable)
 - o MAR (Medication Admin Record)
 - o Discharge / Visit Summary
- **For all Prior Period Coverage (PPC) inpatient admissions and all inpatient admissions which are Level 4 APR-DRG and/or outlier claim:**
 - o Itemized UB-04 (“IZ”)
 - o History & Physical (Admitting)
 - o Consultations
 - o Progress notes
 - o MAR (Medication Admin Record)
 - o Discharge Summary
 - o Other documentation as needed
- **Additional Requirements if Applicable to the Patient Stay:**
 - o Emergency Department Records
 - o Observation
 - o Clinical Evaluations
 - o Operative Reports
 - o Ancillary Reports
 - o Anesthesia Record
 - o Pathology Reports
 - o Therapeutic Treatments (Physical Therapy, Respiratory Therapy, Occupational Therapy)
 - o Other Documentation as Necessary to Justify Claim

If records are not submitted with a claim for a service that requires supporting documentation, the claim will be denied with all applicable denial reason/codes reflected on the remittance advice.

To view this notice for embedded links and content specific to education-related material, please visit us online at [BCBSAZ Health Choice \(healthchoiceaz.com\)](https://healthchoiceaz.com) under our “For Providers” tab.



Health
Choice

An Independent Licensee of the Blue Cross Blue Shield Association