



PROVIDER BULLETIN
#24-2013

TO: Participating hospitals and ambulatory surgical centers

FROM: Contracting and Provider Networks

DATE: November 22, 2013

SUBJECT: Use Correct NAIC Codes

The purpose of this bulletin is to reinforce the use of correct NAIC codes when billing electronically for Independence Blue Cross (IBC) members.

On November 1, 2013, we began transitioning our IBC membership (including Federal Employee Program [FEP] and Host BlueCard® claims) to a new operating platform, which is managed and operated by Highmark Health Services (Highmark), an independent company.

While claims are being processed on the new Highmark platform, they are for IBC business. Therefore, when submitting claims electronically, please be sure to continue using the appropriate, product-specific NAIC code. It is critical that you submit claims and encounters with the correct NAIC code, as using an incorrect code will delay processing and payment. Providers should work with their clearinghouse/trading partner to ensure accurate claims submission.

Just as they are today, IBC and Highmark remain two separate companies, and claims processing and payments for IBC business will remain independent from Highmark business.

Resources

For a complete list of NAIC codes for IBC products, please refer to the payer ID grids posted at www.ibx.com/edi. NAIC codes are listed in the Payer Information columns.

For more information about our Business Transformation, please visit our dedicated site at www.ibx.com/pnc/businesstransformation. On this site, you will find a communication archive and Frequently Asked Questions (FAQ) document. If you still have questions after reviewing the FAQ, email us at provider_communications@ibx.com.

We encourage you to share this information with appropriate members of your staff.
