

PROVIDER SERVICE IMPROVEMENTS

In response to your feedback, we are happy to provide the following enhancements to improve your service experience with us:



ONLINE INQUIRIES TO CUSTOMER SERVICE

› **Faster response time**

Beginning in mid-December 2018, we implemented an improved response time from five business days to three business days.

› **Ability to reply to our email**

When we send an email response to your inquiry, you may now reply to our email with any follow-up questions.

Starting Jan. 30, 2019, email replies from us come from providerinquiry@nebraskablue.com; the replies previously came from web.csc@nebraskablue.com. To ensure you receive our email messages please add providerinquiry@nebraskablue.com to your address book or safe sender list.

APPEAL AND RECONSIDERATION STATUS

› **Status of appeals and reconsiderations received after July 1, 2018, are now available by calling our interactive voice response (IVR) phone system**

To check the status, call 800-635-0579, choose the medical claims option and enter the date of service in question. The resulting claim detail will include any appeals or reconsiderations in process.

Note: Appeal status information is only available on our IVR system for Blue Cross and Blue Shield of Nebraska members. Blue Cross and Blue Shield of Nebraska does not make decisions on appeals related to medical policy, preauthorization guidelines, benefit maximums or non-covered benefits for patients who are members of other Blue Cross and Blue Shield plans. For this information, please submit an online inquiry by selecting "Inquire About a Claim" at www.nebraskablue.com/contact.

› **Check on the status 30 days sooner**

Beginning 30 days after submission of an appeal or reconsideration, you may submit questions to our Customer Service department by selecting "Inquire About a Claim" at www.nebraskablue.com/contact. You no longer need to wait 60 days after submission to check on the status of an appeal or reconsideration; this timeframe matches our regular claim inquiries timeframe, which is 30 days from submission.

RETURNED CLAIMS

› **Details now available on our IVR system**

Previously, information regarding when and why a claim was returned was only available via a letter mailed from us. You may now access this information by calling our IVR phone system at 800-635-0579. Returned claim information will continue to be mailed to you, and you may ask, through IVR, that a duplicate of the letter be mailed to you.



MORE INFORMATION ON HOW TO CHECK ON THE STATUS OF A CLAIM

For more information, please review our **NEW!** Provider Caller Guide at www.nebraskablue.com/providers/check-claim-status